

eibfs

معهد الإمارات للدراسات
المصرفية والمالية

Emirates Institute for
Banking and Financial Studies



ANNUAL TRAINING PLAN I 2020

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EXPO
2020
DUBAI
UAE

CHANGING INDUSTRY
CHANGING SKILLSETS

DIGITAL BANKING

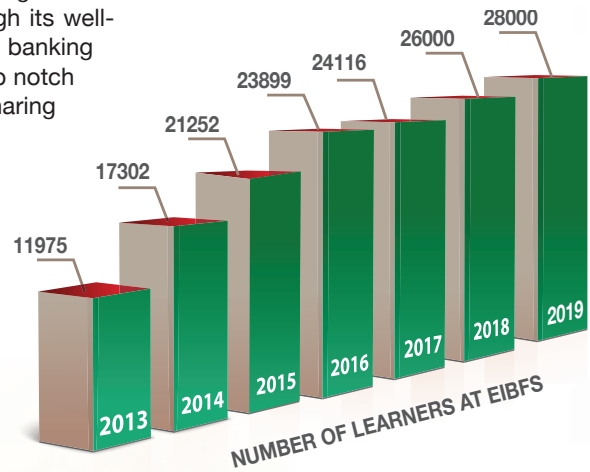


ABOUT US

Emirates Institute for Banking & Financial Studies, stands tall amongst its contemporaries in the field of financial education with a glorious legacy that spans over 37 years.

EIBFS offers world class training and education programs, through its state of the art campuses in Dubai, Sharjah and Abu Dhabi. Through its well-designed programs, EIBFS covers the entire spectrum of the banking and financial services domain. EIBFS has partnerships with top notch training and academic institutions across the world aimed at sharing best practices and domain expertise.

EIBFS has been at the forefront of Emiratization initiatives in the banking sector and has contributed immensely to the national objective of developing a truly world class talent pool. EIBFS has added great value to the lives of thousands of learners by helping them with accelerated career growth in banking and financial services. With 28,000 learners in various programs in 2019, EIBFS has earned the laurel of being amongst the largest training providers in the region.



WE
HAVE LED
THE CHANGE
SINCE
1983
★★★★★

FROM CHAIRMAN'S DESK

Over the past three decades, the EIBFS has played a leadership role in developing the skillsets of the banking and financial services workforce, successfully identifying the changing dynamics of the industry at each inflection point and transforming its learning solutions to support the learners and the industry.

The 2020 Annual Learning plan is launched at a time when the banking industry globally is facing a tectonic shift in its traditional models to digital and agile approaches to embrace the changing nature of the business. This inturn will require a workforce that understands, appreciates, and adapts to change. The plan offers effective learning solutions that meets the changing nature of skillsets in the industry.

EIBFS has always been the torchbearer of Emiratization initiatives in the banking sector, for which the learning solutions in 2020 shall play a pivotal role. The highest priority has been accorded to the reskilling solutions for learners in fields where jobs can get automated over the next few years. The entire spectrum of learning solutions, ranging from entry level to strategic leadership, is aimed at creating a national talent pool that can lead the industry in the coming years. We are confident that these new initiatives will help to qualify more UAE nationals for more important roles in the Banking industry in the coming years.

The hallmark of the learning solutions for 2020 is its futuristic focus and innovative programs and learning delivery methods. Newer learning concepts like gamification, simulated courses, blended learning, certified learning pathways etc. would effectively cater to the changing nature of learning styles of the workforce in the digital era.

We are hopeful that as with previous years, these offerings will add great value to the industry and career of learners. On behalf of the Board of Directors, I wish the industry and learners a highly rewarding learning experience in 2020.

Hesham Abdullah Al Qassim
Chairman - EIBFS

FROM GENERAL MANAGER'S DESK

It is a great honour for me to introduce the EIBFS Learning solutions for 2020. Our learning plan focuses on the theme 'changing industry, changing skillset and changing learning styles'. The plan is also a testimony of our vision to reflect the best global practices in our learning solutions, especially in a year when UAE hosts the magnificent World Expo 2020.

Banking and financial industry is undergoing major disruptive changes globally led by the forces of digitization, challenge from the Fintech eco system and emerging technologies. The unprecedented pace of these changes demands the enhancement of the competencies and reskilling of the workforce to adapt to the disruptive times.

Our learning solutions for 2020 are aligned with the UAE Government's vision of grooming the Emirati talent pool for key roles in Banking and Financial Services. Our comprehensive solutions covers the learning needs of the entire spectrum from new joiners, critical positions, managerial and leadership roles. In 2020, we are also paying great focus on reskilling of the workforce especially in the Retail banking domain where many traditional jobs can get automated in the coming years.

The change in learning delivery styles from traditional classroom led models to the newer models is also a trend to reckon with. As the leader in the learning domain, EIBFS has taken steps in 2020 to complement the classroom trainings with gamification, simulations, blended courses etc. EIBFS has set up state of the art simulation trading rooms for Financial Markets courses which is a relection of our focus on experiential learning.

Our Learning plan has been driven by a multistage industry led learning need analysis. The key highlight of this LNA has been the 'Competency Gap survey', where we reached out to industry leaders to identify the learning needs for their teams.

The depth and breadth of our learning solutions have been enhanced further in 2020, adding on to the major transformative changes made in the previous year. The 2020 ATP will feature 185 courses, which is a 23% increase compared to the previous year. Given the very high demand for our programs, we have increased the number of program schedules from 695 in 2019 to 821 in 2020.

We are confident that our 2020 learning solutions will help the industry and learners to develop the newer skillsets to be effective in their career. I wish all the learners a very successful learning journey in 2020.

Jamal Ahmed Al Jassmi
General Manager - EIBFS



MISSION

- » To constantly provide excellent banking and financial development programs to the satisfaction of our customers.
- » To contribute effectively to Emiratization in the banking and finance sector.
- » To upgrade and disseminate specialized knowledge in the banking and finance sector.

VISION

To be a leading institution in providing world-class education and training in banking and finance at local, regional and international level.

EIBFS VALUES

- » Professionalism
- » Integrity
- » Team spirit
- » Accountability
- » Transparency (including openness)
- » Creativity
- » Quality service
- » Lifetime learning
- » Building success
- » Embracing Globalization

OBJECTIVES

- » To raise the standard of performance of the workforce employed in the banking sector.
- » To qualify the UAE nationals for successful careers in the banking & financial sector
- » To attract UAE nationals who are not employed in banks, train them to apply the concepts and methods of banking, thereby augmenting the existing pool of skilled nationals.



LEARNING THEME



**CHANGING
INDUSTRY**



**CHANGING
SKILLSETS**



**CHANGING
LEARNING STYLES**

EIBFS has always been at the forefront of identifying the changing nature of skillsets given the deep industry involvement in our learning need analysis. EIBFS 2020 Learning solutions focuses on reskilling and upskilling the workforce to adapt to the highly disruptive changes in the Banking industry.

Based on our in-depth industry driven Learning Needs Analysis we have identified and designed learning solutions to empower the workforce with the new skills like digital transformation and data analytics. As the leader in the learning domain in the financial industry, we have also identified and acknowledged the changing nature of learning styles from traditional pure classroom model to contemporary models like gamifications, simulations, blended learning, bite sized learning, social learning etc. These transformative changes are expected to boost the learner experience in 2020.



CLIENT SPEAK



HUSAM AL SAYED

General Manager, Group Human Resources, Emirates NBD
Chairman – EIBFS Technical Advisory Committee

“The banking and financial industry is evolving rapidly and requires constant upskilling of the workforce. EIBFS has consistently fulfilled the educational requirements of the industry with their impressive courses and trainings. The Institute effectively introduces learning experiences that are innovative and topical. EIBFS also engages with their stakeholders in the banking and finance industry to enhance and provide more value to the learners. On behalf of the Technical Advisory Committee, I take this opportunity to wish everyone in the industry great learning experience in 2020.”



GARETH POWELL

Chief Human Resources Officer,
Commercial Bank of Dubai

“Over the years EIBFS has approached education in the banking and finance sector differently. The Institute introduces courses and trainings by understanding the pulse of the industry which truly reflects the commitment EIBFS has in building a well-informed workforce. From the introduction of blockchain and cybersecurity to risk management and fintech, the industry is seeing a major shift. The 2020 Annual Training Plan has been designed to include relevant educational topics to help the workforce build a better future in the industry. I wish all learners the best and urge them to make the most of the offerings.”



AHMED YOUSEF

Chief Human Resources Officer,
RAKBANK

“I am excited to be a part of the Technical Advisory Committee at EIBFS. The 2020 Annual Training Plan covers a wide array of relevant topics in the banking and finance industry. EIBFS has been the pioneer in banking and finance education. Through their courses, there has been major upskilling of the workforce. It is imperative for the industry professionals to be updated and equipped with all skills to manage the growing demands in the sector. Wishing the banking and finance professionals the best in their careers and a year of great learning.”



AHMED AL ZAABI

Head of Emiratization,
First Abu Dhabi Bank
Chairman EIBFS Emiratization Committee

“Developing Emirati talent has become a top priority for the UAE Banking industry. EIBFS has played a crucial role in this regard by developing various learning solutions across all levels aimed at developing the skillsets of Emiratis to take up specialised and leadership positions in the banking sector. As the Chairman of the EIBFS Emiratization Committee, I wish the participants and the industry a highly rewarding learning experience in 2020.”



RAFIA AL ABBAR

Head of Employee Services-
Dubai Islamic Bank,
Chairperson Women Empowerment Committee

“I am delighted to be a part of the first Women’s Committee in the Banking and Finance sector. EIBFS has always supported women initiatives and their growth in the industry. In a competitive market, we need to constantly upgrade ourselves and address the issues faced. Women form nearly 70 per cent of the banking and finance workforce in the UAE and through this committee we hope to deliver widespread support to the women workforce. We look forward to creating a platform for the banking and finance professionals to share knowledge, support each other and build their careers. As the Chairperson of the committee, I wish all success to the learners in 2020

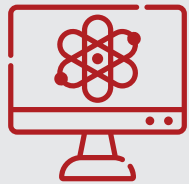


MAHMOUD TAYSER EL DALAW

Head of Learning & Development
Abu Dhabi Islamic Bank

“EIBFS initiative to form the Learning and Development committee and engage industry experts is a very positive move. The new learning plan developed through extensive LNA will help to upskill our talent especially UAE Nationals. This will also move the learning experience towards competency-based training and role specific certification. I wish the learners a very productive learning journey in 2020.”

EIBFS LEARNING SOLUTIONS 2020: **KEY** HIGHLIGHTS



185

COURSES



821

**PROGRAM
SCHEDULES**



23%

**INCREASE IN
COURSES YoY**



27%

**NEW
COURSES**



97

**PROGRAMS
IN FINTECH &
ANALYTICS**



05

**CERTIFIED
LEARNING
PATHWAYS**



05

**GAMIFIED
COURSES**



01

**NATIONAL QUALIFICATION
(CERTIFIED RETAIL
BANKER)**



02

**LEADERSHIP
PROGRAMS**



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**PROFESSIONAL
CERTIFICATES**



06

**SENIOR MANAGEMENT
ROUNDTABLES**



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**E-LEARNING
PROGRAMS**

HOW TO EFFECTIVELY USE THE LEARNING PLAN

The Annual Learning Plan 2020 features new types of courses and delivery methods tailored to suit the requirements of different levels of programs and audience.

Learning Pathways in all functional categories ensure effective learning and development. It is therefore imperative that the learners follow this learning pathway from foundation to advanced, unless they can clearly demonstrate Prior learning or relevant work experience. The following notes explain the levels and types of programs delivered in the learning plan.

COURSE LEVELS

FOUNDATION PROGRAMS  <p>Foundation Programs are meant for learners who are new to the topic to build conceptual building blocks on the domain. Our learning pathway is designed to develop their conceptual clarity before proceeding to specialized areas.</p>	INTERMEDIATE PROGRAMS  <p>Intermediate Programs add to the foundation programs by adding key skillsets to help them relate the learnings to the practical domains.</p>	SPECIALIZATION PROGRAMS  <p>These courses represent key technical topics within a larger domain. These are focused courses and can be attended only with relevant work experience or after completion of the various programs in the learning pathway. These courses will carry an assessment at the end of the program.</p>
PRACTITIONERS TRACK  <p>This is a new level of program introduced in the 2020 learning plan. These advanced programs facilitated by industry experts are designed for the practitioners in the area to discuss real use cases and ensure peer to peer learning</p>	MASTERCLASSES  <p>These are very specialized advanced courses to be delivered by experts in the domain. These courses should be attended only after acquiring relevant conceptual knowledge of the topic based on the learning pathway and/or relevant experience in the domain.</p>	CERTIFIED LEARNING PATHWAYS  <p>These are internal Certificate programs formed by combining various programs and in-depth assessment. The details can be found in the EIBFS Certified Pathways category.</p>

COURSE TYPES

SIMULATION PROGRAM <p>These are courses where simulated environment and activities are used for the delivery of the classes. This involves hands on applications by the participants thus helping them to acquire the relevant practical skills for workplace. EIBFS has state of the art simulation room for financial markets and treasury programs.</p>	GAMIFIED COURSES <p>These are courses where the learning outcomes of the program will be achieved through well designed games than concept sessions. The participants will work together in various activities and each activity will be followed by the discussion of the learnings.</p>	MULTI-MODULE COURSES <p>These are courses which involve multiple classroom sessions. The learners will undergo the first module of training, go to their workplaces and will return on a later date. This will be for a one-day session to review their learnings and clear doubts which may have come while working on what they have learnt in the class.</p>
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CODE	COURSE	TYPE
SENIOR MANAGEMENT ROUNDTABLES		
5164	Tone at The Top - Creating a Compliance Culture	SPECIALIZATION
5166	Design Thinking Led Innovation	SPECIALIZATION
5167	Blue Ocean Strategy for Leaders	SPECIALIZATION
5168	Emerging Technologies & Impact: A Big Picture Overview For Senior Management	SPECIALIZATION
5169	Leading In A Disruptive Era	SPECIALIZATION
5170	Blockchain & Artificial Intelligence For Leaders	SPECIALIZATION
FINTECH & ANALYTICS		
1813	Future of Banking: Embracing Technology Disruption	FOUNDATION
1814	Fintech 101	FOUNDATION
1822	Design Thinking Essentials	FOUNDATION
1801	Excel Primer	FOUNDATION
1812	Data Consolidation & Analysis Using Excel	FOUNDATION
1808	Financial Modelling Using Excel	INTERMEDIATE
1815	Blockchain 101	INTERMEDIATE
1816	AI & Machine Learning 101	INTERMEDIATE
1817	IOT Applications	INTERMEDIATE
1818	Cybersecurity Essentials for All	INTERMEDIATE
1819	Statistical Analysis Using Excel	INTERMEDIATE
1824	Agile 101	SPECIALIZATION
1825	RegTech 101	SPECIALIZATION
1826	Islamic Fintech 101	SPECIALIZATION
1827	Dashboard Creation Using Excel	SPECIALIZATION
1830	Introduction to Sales Analytics	SPECIALIZATION
1831	Introduction to Fraud Analytics	SPECIALIZATION
1828	Blockchain Practitioner's Track	PRACTITIONERS TRACK
1829	Cybersecurity Practitioner's Track	PRACTITIONERS TRACK
1832	AI & Machine Learning Practitioner's Track	PRACTITIONERS TRACK
1820	Analytics Using Python Masterclass	MASTERCLASS
CORPORATE BANKING & CREDIT		
1222	Accounting for Non-Accountants	FOUNDATION
1204	Financial Statement Analysis Primer	FOUNDATION
1224	Cash Flow Statement Analysis	FOUNDATION

1226	Aspiring Relationship Manager Program	FOUNDATION
1225	Identifying Red Flags Using Financial Statement	INTERMEDIATE
1219	Credit Proposal Writing	INTERMEDIATE
1220	Current Economic Trends	INTERMEDIATE
1217	Retail Credit Cycle	INTERMEDIATE
1202	Credit Appraisal Methods (Multi Module Program)	INTERMEDIATE
1231	Identifying Business Opportunities from Balanced Sheet	INTERMEDIATE
1205	Problem Loan Management	INTERMEDIATE
1232	Credit Analysis Using Bank Statement	INTERMEDIATE
1234	Fraud & AML Red Flags for Relationship Managers	SPECIALIZATION
1207	Real Estate & Contracting Finance	SPECIALIZATION
1209	Syndicated Loans	SPECIALIZATION
1218	Corporate Debt Restructuring	SPECIALIZATION
1227	IFRS - 9	SPECIALIZATION
1228	Risk Adjusted Return on Capital (RAROC)	SPECIALIZATION
1229	Credit Documentation	SPECIALIZATION
1221	Cash Management for Corporate Banking	SPECIALIZATION
1425	Hedging Pitchbook for Relationship Management	SPECIALIZATION
1233	IFRS - 15 Revenue from Contracts	SPECIALIZATION
1206	Project Financing Masterclass	MASTERCLASS
1223	IFRS Masterclass	MASTERCLASS

TREASURY & INVESTMENTS		
1419	Time Value of Money Application	FOUNDATION
1421	Investment & Portfolio Management Game	FOUNDATION
1412	Treasury Insights for Non-Treasury	FOUNDATION
1405	FX Primer	FOUNDATION
1430	Simulated Financial Market Experience for Beginners	FOUNDATION
1433	Asset & Liabilities Management for All	FOUNDATION
1418	Treasury Operations	INTERMEDIATE
1422	DCM & Fixed Income	INTERMEDIATE
1428	Corporate Finance	INTERMEDIATE
1416	Technical Analysis (Multi-module Program)	INTERMEDIATE
1427	Forex Trading Bourse Game	INTERMEDIATE
1431	Money Markets	INTERMEDIATE

1407	Derivatives	SPECIALIZATION
1423	Behavioral Finance	SPECIALIZATION
1424	ISDA Documentation	SPECIALIZATION
1425	Hedging Pitchbook for Relationship Managers	SPECIALIZATION
1951	SCA Regulations: An Overview	SPECIALIZATION
1434	Asset & Liabilities Management Practitioners Track	PRACTITIONERS TRACK
1414	Exotic Options & Structured Products Masterclass	MASTERCLASS
1411	Equity Research Masterclass	MASTERCLASS

COMPLIANCE & AUDIT		
1934	AML for Non-Compliance Staff	FOUNDATION
1935	CBUAE Regulations Corporate	FOUNDATION
1936	CBUAE Regulations Retail	FOUNDATION
1907	Introduction to Financial Crimes	FOUNDATION
1928	Internal Audit	INTERMEDIATE
1831	Introduction to Fraud Analytics	SPECIALIZATION
1818	Cybersecurity Essentials for All	SPECIALIZATION
1946	Document Screening & Signature Forgery	SPECIALIZATION
1948	AML Audit	SPECIALIZATION
1938	Sanctions Monitoring	SPECIALIZATION
1901	AML Law & Best Practices	SPECIALIZATION
1825	RegTech 101	SPECIALIZATION
1951	SCA Regulations: An Overview	SPECIALIZATION
1952	GDPR Essentials	SPECIALIZATION
1937	Common Reporting Standards (CRS)	SPECIALIZATION
1922	FATCA Rules & Regulations	SPECIALIZATION
1949	Treasury Audit	SPECIALIZATION
1950	Credit Audit	SPECIALIZATION
1520	Sales Audit	SPECIALIZATION
1939	Effective Compliance Monitoring System	MASTERCLASS
1945	Fraud Prevention & Detection Masterclass	MASTERCLASS

RISK & GOVERNANCE		
1911	Risk Management in Banks	FOUNDATION
1940	Basel Regulations: Impact on Banks	FOUNDATION
1914	Credit Risk Management	INTERMEDIATE
1913	Market Risk Management	INTERMEDIATE
1910	Operational Risk Management	INTERMEDIATE

1909	Liquidity Risk Management	INTERMEDIATE
1921	Key Risk Indicators in Risk Management	INTERMEDIATE
1931	Transfer Pricing	SPECIALIZATION
1912	Value at Risk	SPECIALIZATION
1933	Business Continuity Planning	SPECIALIZATION
1942	Stress Testing Masterclass	MASTERCLASS
1925	Corporate Governance Masterclass	MASTERCLASS
1941	Basel Insights Masterclass	MASTERCLASS

ISLAMIC BANKING		
1702	Introduction to Islamic Banking	FOUNDATION
1713	Islamic Asset Products	FOUNDATION
1714	Islamic Liability Products	FOUNDATION
1715	Islamic Corporate Working Capital & Trade Product	INTERMEDIATE
1716	Islamic Equity & Investment Products	INTERMEDIATE
1717	Sukuk	INTERMEDIATE
1722	Card Products in Islamic Banks	INTERMEDIATE
1718	Islamic Derivatives & Hedging Products	SPECIALIZATION
1721	AAIOFI Standards for Islamic Banking Products and Transactions	SPECIALIZATION
1826	Islamic Fintech 101	SPECIALIZATION
1719	AAIOFI Accounting Standards Masterclass	MASTERCLASS
1720	Risk Management in Islamic Banking Masterclass	MASTERCLASS

BANKING OPERATIONS		
1102	Banking Practice & Law in the UAE	FOUNDATION
1123	Business of Banking - A New Joiners Perspective	FOUNDATION
1109	Retail Banking	INTERMEDIATE
1107	Financial Planning	INTERMEDIATE
1120	Card Operations	INTERMEDIATE
1115	Corporate & Treasury Operations	INTERMEDIATE
1111	Trade Finance Primer	INTERMEDIATE
1101	Bank Guarantees	INTERMEDIATE
1121	Value Added Tax (VAT)	INTERMEDIATE
1122	Inco terms	SPECIALIZATION
1617	Project Management	SPECIALIZATION
1113	Trade Finance Documents Examination (ISBP)	MASTERCLASS
1112	Trade Finance Masterclass	MASTERCLASS

HUMAN CAPITAL, PERSONAL DEVELOPMENT & LEADERSHIP

MANAGEMENT SKILLS		
1638	Aspiring Manager Program	FOUNDATION
1637	First Time Manager Program	INTERMEDIATE
1641	Coaching Skills for Managers	INTERMEDIATE
1617	Project Management	INTERMEDIATE
1613	Performance Management & Appraisals	INTERMEDIATE

HUMAN CAPITAL		
1616	Learning Needs Analysis	INTERMEDIATE
1625	Competency Based Framework	SPECIALIZATION
1621	Strategic Talent Management	SPECIALIZATION
1624	Talent Acquisition & Succession Planning	SPECIALIZATION

LEADERSHIP		
1635	Building & Leading High-Performance Team Game	INTERMEDIATE
1612	Leading with Emotional Intelligence	INTERMEDIATE
1632	Entrepreneurial Thinking	INTERMEDIATE
1822	Design Thinking Essentials	INTERMEDIATE

PERSONAL DEVELOPMENT		
1609	Managing Stress at Workplace	FOUNDATION
1626	Giving Effective Feedback	FOUNDATION
1627	Personal Branding	FOUNDATION
1628	Tolerance to Change & Uncertainty	FOUNDATION
1629	Work Life Balance	FOUNDATION
1631	Diversity Awareness at Workplace	FOUNDATION
1634	Managing Multiple Tasks, Priorities & Dead-lines	FOUNDATION
1639	Introduction to Neuro Linguistic Program (NLP)	FOUNDATION
1640	Basic Arabic Communicatuion for Non Native Speakers	FOUNDATION
1642	Mindfulness 101	FOUNDATION
1643	Art of Networking	FOUNDATION
1623	Getting Most Out of Your 24 Hours	FOUNDATION
1304	Presentation Skills	SPECIALIZATION

QUALITY		
1001	Five S Strategy	FOUNDATION
1002	Business Process Re-engineering	INTERMEDIATE
1007	Seven Tools of Quality	INTERMEDIATE
1008	Change Management	INTERMEDIATE
1003	Lean Six Sigma	SPECIALIZATION

BUSINESS TRANSFORMATION		
1824	Agile 101	INTERMEDIATE
1009	Kanban	INTERMEDIATE
1525	Customer Experience	INTERMEDIATE

INNOVATION		
1011	Blue Ocean Strategy	INTERMEDIATE
1822	Design Thinking Essentials	INTERMEDIATE
1632	Entrepreneurial Thinking	INTERMEDIATE

MARKETING, SALES & CUSTOMER SERVICE		
1523	Customer Service Game	FOUNDATION
1513	Debt Collection Skills	FOUNDATION
1517	Art of Powerful Presentation	FOUNDATION
1508	Powerful Telesales Skills	FOUNDATION
1515	Social Media & Digital Marketing	FOUNDATION
1512	Effective Selling Techniques	FOUNDATION
1519	Negotiation Skills	FOUNDATION
1509	Business Etiquette	FOUNDATION
1226	Aspiring Relationship Manager Program	FOUNDATION
1518	Managing Successful Sales Team	INTERMEDIATE
1521	Sales Enablement 101	INTERMEDIATE
1522	Handling Objections	INTERMEDIATE
1520	Sales Audit	INTERMEDIATE
1524	Art of Cross Selling	INTERMEDIATE
1525	Customer Experience	INTERMEDIATE
1516	Advanced Selling Tech & Closing Skills	INTERMEDIATE
1511	New Banking Products Development	INTERMEDIATE
1526	Customer Service on Social Media	INTERMEDIATE
1527	Social Media & Digital Marketing Practitioners Track	PRACTITIONERS TRACK

BANKING ENGLISH		
1302	Banking English I	FOUNDATION
1305	English Speaking & Listening Skills	FOUNDATION
1308	English Course Novice (9 Days)	FOUNDATION
1303	Banking English II	INTERMEDIATE
1309	English Course Transitional (9 Days)	INTERMEDIATE
1304	Presentation Skills	INTERMEDIATE
1314	Professional Email Correspondence	INTERMEDIATE
1310	English Course Developed (9 Days)	SPECIALIZATION

01

EMIRATIZATION LEARNING SOLUTIONS

KEY FOCUS AREAS

NEW JOINERS

» High School
» Graduates

CRITICAL POSITION

Critical position as
per Point system

RE-SKILLING

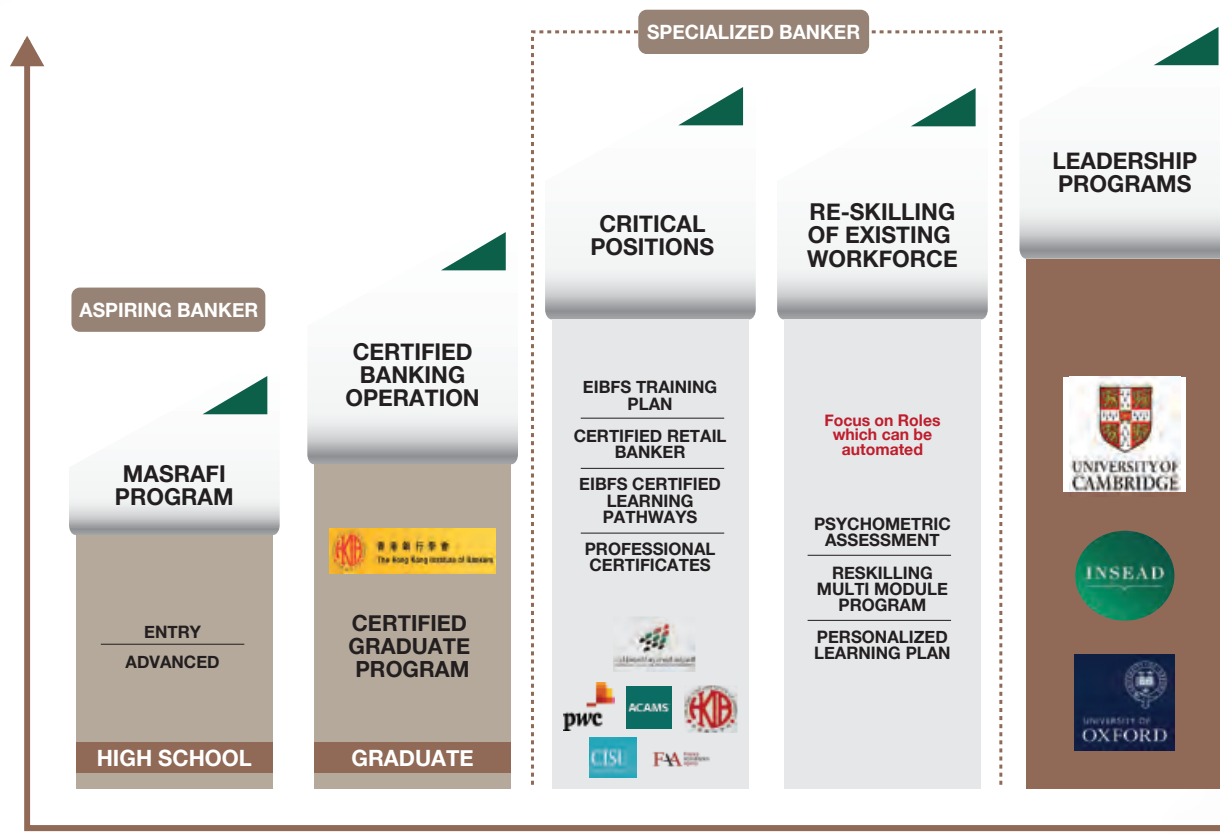
Focus on jobs which
can be automated

New skillsets for
Managers & leaders

EMIRATIZATION: KEY FOCUS AREAS

EIBFS offers learning solutions across all levels to meet the talent development objectives of the industry.

STRATEGIC CONTRIBUTORS



02

EIBFS CERTIFIED LEARNING PATHWAYS

Emirates Institut



EIBFS CERTIFIED LEARNING PATHWAYS

Certified Learning Pathway is a new initiative of EIBFS in 2020, aligned with our strategic vision of developing the competencies for critical positions in Banking industry. These certificates have been developed based on the expert analysis of the competencies for each role by combining the various courses offered by EIBFS. This is expected to give the learners a strong working knowledge of the respective domain areas and groom them for such key roles in the organization.

ASSESSMENT & CERTIFICATION GUIDELINES

- » The learners must attend all the programs listed within the learning pathway to ensure that they develop the understanding of all the key dimensions of the role.
- » The courses must be taken in the same order wherever possible to ensure effective learning experience.
- » The Bank is expected to register the identified candidate for all the programs in the pathway at the beginning to ensure that they complete the requirements for the assessment.
- » If a learner has attended any of these courses in EIBFS in 2019, they would be given the Recognition of Prior Learning benefit and would be exempt from appearing again for the courses.
- » After the completion of the programs, the learners will to have qualify themselves through a summative assessment exam delivered by EIBFS.
- » The assessments would be conducted twice a year in the month of June & December. Post the successful completion of the assessment and other program requirements, they would be awarded the Certificate of Achievement by EIBFS.
- » Intimations would be sent to the Banks to register candidates for these exams 1 month prior to the exam date for the registration and payment of exam fees.



EIBFS CERTIFIED LEARNING PATHWAYS

-  **EIBFS CERTIFIED COMPLIANCE PROFESSIONAL**
-  **EIBFS CERTIFIED CREDIT ANALYST**
-  **EIBFS CERTIFIED CORPORATE RELATIONSHIP MANAGER**
-  **EIBFS CERTIFIED TREASURY PROFESSIONAL**
-  **EIBFS CERTIFIED TRADE FINANCE PROFESSIONAL**



EIBFS CERTIFIED COMPLIANCE PROFESSIONAL

1. AML for Non-Compliance Staff
2. Introduction to Financial Crimes
3. AML Law & Best Practices
4. Sanctions Monitoring
5. FATCA Rules & Regulations
6. Common Reporting Standard (CRS)
7. SCA Regulations: An Overview
8. GDPR Essentials
9. RegTech 101
10. Effective Compliance Monitoring System



EIBFS CERTIFIED CREDIT ANALYST

1. Financial Statement Analysis Primer
2. Cash Flow Statement Analysis
3. Identifying Red Flags Using Financial Statement
4. Credit Analysis Using Bank Statement
5. Credit Documentation
6. Credit Risk Management
7. IFRS-9
8. Credit Appraisal Methods (Multi Module Program)



EIBFS CERTIFIED CORPORATE RELATIONSHIP MANAGER

1. Aspiring Relationship Manager Program
2. Financial Statement Analysis Primer
3. Identifying Business Opportunities from Balance Sheet
4. Art of Cross Selling
5. Negotiation Skills
6. Fraud & AML Red Flags for Relationship Managers
7. Risk Adjusted Return on Capital (RAROC)
8. Hedging Pitchbook for Relationship Managers



EIBFS CERTIFIED TREASURY PROFESSIONAL

1. Simulated Financial Market Experience for Beginners
2. Asset & Liabilities Management for Non-Treasury
3. Forex Primer
4. Forex Trading Bourse Game
5. DCM & Fixed Income
6. Money Markets
7. Derivatives



EIBFS CERTIFIED TRADE FINANCE PROFESSIONAL

1. Trade Finance Primer
2. Bank Guarantees
3. INCO Terms
4. Trade Finance Masterclass
5. Trade Finance Documents Examination (ISBP) Masterclass

03

**SENIOR
MANAGEMENT
ROUNDTABLES**

SENIOR MANAGEMENT ROUNDTABLES

Senior Management Roundtable is new concept introduced by EIBFS in 2020 exclusively for the leaders in banks across business functions. Various strategic and contemporary programs have been designed in this category to be delivered by expert practitioners.

The programs are designed to facilitate exchange of ideas which would foster peer to peer learning. This nomination in the category is restricted to only Divisional Heads and above to ensure high quality of deliberations. The details of the programs are mentioned in the category notes.

SENIOR MANAGEMENT ROUNDTABLES




1. Tone At The Top - Creating A Compliance Culture (1)
2. Design Thinking Led Innovation (1)
3. Blue Ocean Strategy For Leaders (1)
4. Emerging Technologies & Impact: A Big Picture Overview For Senior Management (1)
5. Leading In a Disruptive Era (1)
6. Blockchain For Leaders (1)



SENIOR MANAGEMENT ROUNDTABLES




TONE AT THE TOP – CREATING A COMPLIANCE CULTURE

COURSE NO:
5164

			Senior Management of Bank			
PURPOSE Compliance has emerged as very important focus area in the banking industry. It is critical for the entire organization to be cognizant of this key area to develop a pan organization compliance culture.						
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Importance of compliance culture across organization » How to create compliance culture » Entity Level Controls » Enforcement of Accountability 						
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak	
-	-	3/10/2020	-	-	-	




DESIGN THINKING LED INNOVATION

COURSE NO:
5166

			Strictly only for Divisional Heads and above across functional areas in banking			
PURPOSE This strategic management program focuses on how to use the design thinking methodologies to come out with new ideas and thus create business impact.						
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Learn solving complex business problems using design thinking. » Art of creating new products through Pain-point Analysis. » Learn systematic process of Innovation to enable participants to understand the potential of interdisciplinary collaboration. 						
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak	
-	-	4/14/2020	-	-	-	




BLUE OCEAN STRATEGY FOR LEADERS

COURSE NO:
5167

			Strictly only for Divisional Heads and above across functional areas in banking			
PURPOSE Blue ocean strategy is a proven methodology to improve business performance by using differentiation strategies to use competitive advantage.						
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Concept of Blue Ocean Strategy » How to create Competitive advantage using Blue Ocean Strategy. » Discuss various use cases of blue ocean strategy in various areas of business. 						
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak	
-	-	6/16/2020	-	-	-	

EMERGING TECHNOLOGIES & IMPACT: A BIG PICTURE OVERVIEW FOR SENIOR MANAGEMENT

COURSE NO:
5168

			Strictly only for Divisional Heads and above across functional areas in banking			
PURPOSE Banking industry is undergoing unprecedented disruption led by the digital forces and newer technologies. This has brought about transformative changes in customer engagement, products and delivery channels. So, it's imperative that the senior managements understand and explore the impact of these digital forces.						
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Analyze the impact of Digital Transformation » Overview of AI, Blockchain and IoT » Analyze how your Business Need to Adapt? » Discuss Use Cases in Banking » Evaluate the Challenges & opportunities 						
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak	
-	-	10/27/2020	-	-	-	

**LEADING IN A
DISRUPTIVE ERA****COURSE NO:
5169**Strictly only for Divisional Heads and
above across functional areas in banking**PURPOSE**

The unprecedented fast paced changes in the financial industry is disrupting the business models of various organizations. FinTech which started as an enabler is now fast emerging as a competition for Banks. Organizations must be agile to respond to these changes. This calls for a change in the business strategies, leadership strategies and people management.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Realize whether they are cognizant of the potential digital disruption
- » Explore how traditional leadership strategies needs a relook in the current context.
- » Explore whether they are adapting their business and people strategy to adapt to the change
- » How to orient people strategy to facilitate the change

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
-	-	11/24/2020	-	-	-

**BLOCKCHAIN FOR
LEADERS****COURSE NO:
5170**Strictly only for Divisional Heads and
above across functional areas in banking**PURPOSE**

Blockchain is fast emerging as a technology which can create disruptive changes in many business and operational aspects of the Banking business. In this context, it is imperative that the business leaders understand and appreciate and explore the use cases of blockchain technology.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Basics of Blockchain technology and distributed ledger system
- » Discuss use cases of blockchain in banking and financial industry.
- » Explore applicability of blockchain in various areas of business and how to participate in various blockchain projects.

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
-	-	9/22/2020	-	-	-

04

FINTECH & ANALYTICS

FINTECH & ANALYTICS

HOW TO APPROACH THIS CATEGORY?

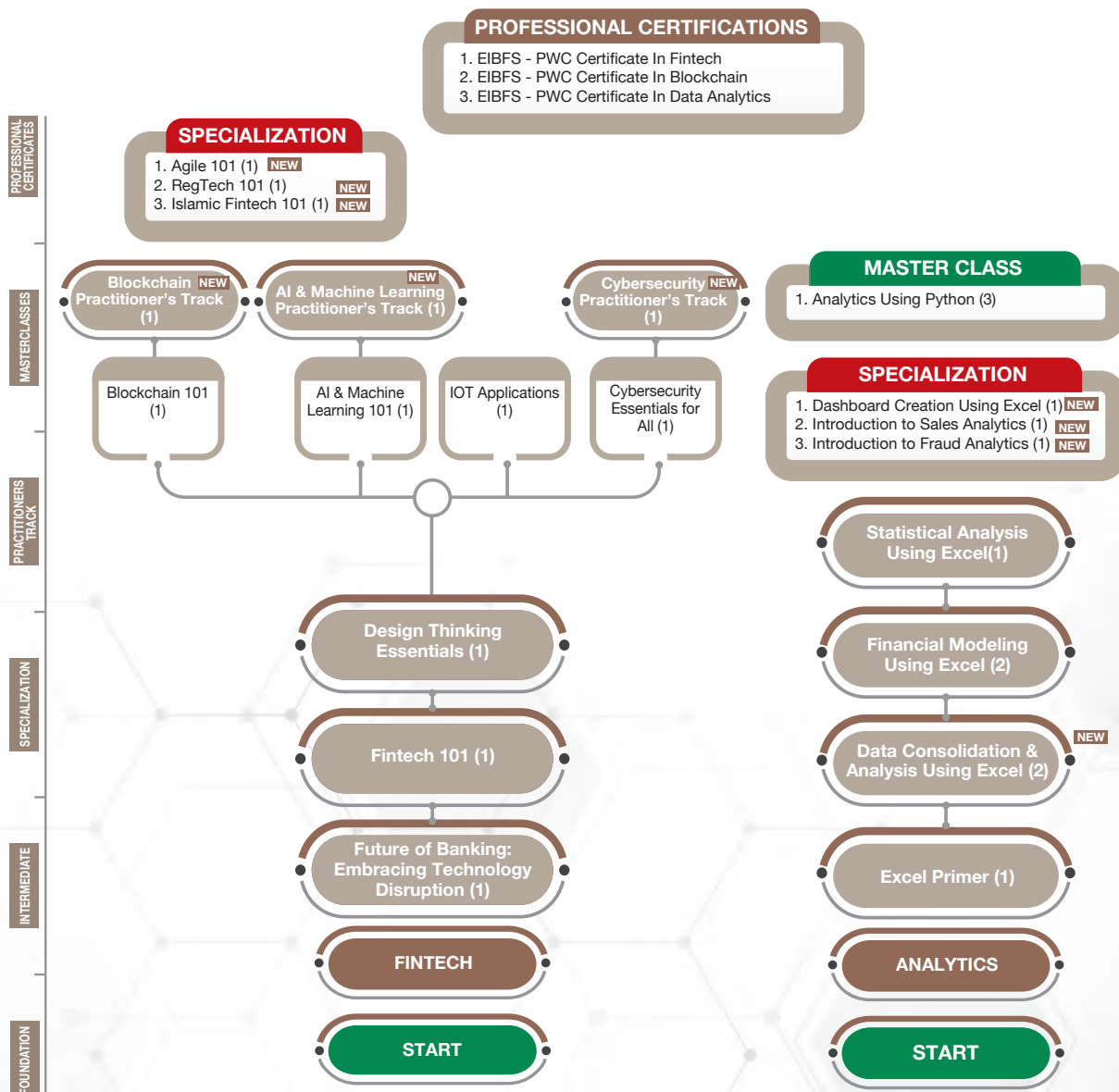
EIBFS Fintech and Analytics vertical with 21 courses, covers the entire suite of offerings which are key to creating the digital skillsets required for bankers across all levels. The depth and breadth of the category has been enhanced in 2020 with more offerings. The learning pathway designed by EIBFS aims at creating a very structured learning experience for the learners. It is therefore imperative that the banks and learners adhere to this to ensure effective learning and development.

FINTECH

Learners can develop knowledge and competencies across the various emerging areas in the domain such as Digital Technologies, Fintech, Blockchain, AI and IoT. The new courses have been introduced in 2020 in areas like Agile, RegTech, Islamic Fintech. Also, Practitioner Track has been introduced for Blockchain, Artificial Intelligence, Cybersecurity domains which focuses on the discussion of use cases. EIBFS also offers the first ever Professional Certificate in UAE in the domain of Fintech and Blockchain in collaboration with PWC.

ANALYTICS

Data Analytics for decision making is a very important skillset required for professionals. The application of analytics is far and wide in the financial industry. As seen in the learning pathway, EIBFS offers a significant number of programs in this domain ranging from the foundation Excel skills to Python. New focused programs have been introduced in 2020 in this domain such as Data Visualization, Sales and Fraud Analytics. EIBFS also offers a Professional Certificate in Data Analytics in collaboration with PWC.



FINTECH

FUTURE OF BANKING: EMBRACING TECHNOLOGY DISRUPTION

COURSE NO:
1813


FOUNDATION


1 DAY

 Open for all functional areas of banking

PURPOSE

This training program is designed to provide the participants a big picture overview about how technologies and digital trends are disrupting the business model of banking worldwide. The course is the foundation level CPD program which can be attended by middle and senior management officials across business units. This will help learners to understand and appreciate the big trends in the making.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » The current global financial trends in digital space
- » How FinTechs would drive the new business model
- » How customer analytics would impact the business
- » How Blockchain, Artificial Intelligence, Robotics and other technologies would shake up the banking space

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/1/2020	3/2/2020	2/20/2020	-	-	-
9/2/2020	10/25/2020	6/7/2020			
10/27/2020					

FINTECH 101

COURSE NO:
1814


FOUNDATION


1 DAY

 Open for all functional areas of banking

PURPOSE

This 1-day CPD program opens the board horizons of FinTech to the learners. The learners would understand the various use cases of fintech in the financial domain and the regulatory developments.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » How Financial Technology (FinTech) is disrupting financial industry
- » Fintech Ecosystem, key players
- » Use cases of fintech in banking & financial sector like lending, investments, payments etc.
- » Global Regulatory developments in fintech space- RegTech, InsureTech, WealthTech
- » Case studies


Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/5/2020	3/5/2020	2/26/2020	-	-	-
9/7/2020	10/29/2020	6/11/2020			
		11/1/2020			

DESIGN THINKING ESSENTIALS

COURSE NO:
1822


FOUNDATION


1 DAY

 Mid and senior level professionals

PURPOSE

Design thinking is the new buzzword in the field of innovation. It's a structured method which will help the learners to think and come with solutions to the problems they face. The course will help to understand the process of design thinking and how it can be used to develop new solutions, which is key in the domain of fintech and innovation.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » What is design thinking
- » Design thinking and role in innovation
- » Process of design thinking
- » Ways to synthesize ideas to a cohesive, practical products and solutions

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/16/2020	9/10/2020	3/9/2020	-	-	4/7/2020
11/3/2020		9/13/2020			

BLOCKCHAIN 101

COURSE NO:
1815


INTERMEDIATE


1 DAY

 Open to professionals in all functional areas of banking

PURPOSE

This 1-day CPD program focuses on use cases of Blockchain in Banking and Financial services industry. Learners would understand the basics of Blockchain technology and explore various areas where it could be used.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » How Blockchain works
- » Smart Contracts
- » Public Vs Private Blockchain
- » Use cases of Blockchain in banking and financial sector with various case studies

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/18/2020	9/15/2020	3/11/2020	-	-	-
9/17/2020		11/5/2020			

ARTIFICIAL INTELLIGENCE & MACHINE LEARNING 101**COURSE NO:**
1816
INTERMEDIATE
1 DAY Open to mid & senior professionals in all functional areas**PURPOSE**

This 1-day CPD program focuses on the applications of emerging areas of AI and Machine Learning. The participants would explore how AI, Robotics and Machine Learning could be used in various business domains in banking and financial sector.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » What is Artificial Intelligence and Machine Learning
- » Robotic Process Automation
- » Learn how AI and Robotics Process Automation is reshaping business process
- » Analyze use cases of AI in banking and financial sector with various case studies

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/21/2020 9/22/2020	9/20/2020	3/17/2020 11/8/2020	-	-	-

INTERNET OF THINGS (IOT) APPLICATIONS IN FINANCIAL SECTOR**COURSE NO:**
1817
INTERMEDIATE
1 DAY Open to mid & senior professionals in all functional areas**PURPOSE**


This 1-day CPD program aims at creating awareness amongst the learners about the applications of IoT in banking and financial services. IoT is expected to be the next big thing in the financial sector. The course will analyze how IoT could be used to bring more convenience to banking customers.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » What is IoT and how it works
- » How banks can use IoT in various business domains
- » The challenges and opportunities in this area

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/23/2020 9/27/2020	9/24/2020	4/12/2020 11/10/2020	-	-	-

CYBERSECURITY ESSENTIALS FOR ALL**COURSE NO:**
1818
INTERMEDIATE
1 DAY Open to mid & senior professionals in all functional areas**PURPOSE**


This 1-day CPD program discusses the cyber security risks in the banking sector. The participants would be exposed to the various types of attacks and gain insights on how to protect the bank against various types of cyber-attacks. This program could benefit learners from across business domains as combating cyber threats is a shared responsibility across the banks.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » How to evaluate the critical role of Cybersecurity in the banking industry
- » Various types of cyber attacks
- » How to combat cyber-attacks and cybercrimes
- » How to deliberate on new trends, regulations and best practices

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/28/2020 10/1/2020	9/29/2020	4/16/2020 11/12/2020	-	-	-

BLOCKCHAIN PRACTITIONER'S TRACK**COURSE NO:**
1828
PRACTITIONER'S TRACK
1 DAY Specialized program for practitioners. Relevant work experience or attending Blockchain 101 mandatory.**PURPOSE**

This is a specialized program aimed at discussing the use cases of blockchain and to discuss how blockchain can be implemented in various areas and how to execute blockchain projects in the organizations.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Discuss Blockchain concept & applications
- » Develop the ability to analyze and respond to Blockchain opportunities and challenges
- » Determine the Rough Order of Magnitude (ROM) to participate in a Blockchain related initiative
- » Determine the minimum constraints a Blockchain related initiative must attain to be feasible
- » Present Blockchain related initiatives effectively, which respond to key stakeholder concerns;

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/2/2020 10/6/2020	10/4/2020	4/19/2020	-	-	-

FINTECH

CYBERSECURITY PRACTITIONER'S TRACK

COURSE NO:
1829

PRACTITIONER'S TRACK

1 DAY

Specialized program for practitioners. Relevant work experience or attending Cyber security Essentials mandatory

PURPOSE
 This is a specialized program for practitioners aimed at discussing the emerging challenges in the cybersecurity domain and discuss how to handle these threats.

LEARNING OBJECTIVES
 After the completion of this course, the learners would be able to understand:

- » Understand Governance and Risk Management, Security vs Privacy
- » Discuss Access Control Management & Network Security Concepts
- » Analyze Secure Application Development
- » Understand Incident Response, Change Management, Log Management
- » Discuss Business Continuity Management and Disaster Recovery
- » Discuss Emergent Trends in Cyber Security

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
10/11/2020	10/8/2020	4/20/2020	-	-	-

ARTIFICIAL INTELLIGENCE & MACHINE LEARNING PRACTITIONER'S TRACK

COURSE NO:
1832

PRACTITIONER'S TRACK

1 DAY

Specialized program for practitioners aimed at discussing use cases. Relevant work experience or attending AI & ML foundation course is mandatory

PURPOSE
 This is a specialized program for practitioners aimed at discussing the use cases of AI & ML in Banking and financial services. The course will try to explore how to implement these projects in the organizations.

LEARNING OBJECTIVES
 After the completion of this course, the learners would be able to understand:

- » Discuss how AI is transforming the financial industry
- » Analyze the various use cases of AI in the financial services industry
- » Analyze the framework for implementation of this in various aspects of your organization
- » Explore few hands-on activities in this area

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/14/2020	10/19/2020	4/23/2020 11/22/2020	-	-	-

AGILE 101

COURSE NO:
1824

SPECIALIZATION

1 DAY

Quality professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR Managers, Process owners, Internal auditors

PURPOSE
 The training is developed to provide hands on experience on how individuals and teams can transition from current project management methodologies to change driven methodologies using agile principles, frameworks and tools. With special focus on banking and financial sector, this course focuses on the tools and techniques that individuals need to master in order to adopt agile ways of working.

LEARNING OBJECTIVES
 After the completion of this course, the learners would be able to understand:

- » Introduction to Agile
- » Difference between 'doing' and 'being' agile
- » Toolkit for implementing agile
- » Introduction to scrum
- » Use cases in banking and financial domain

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/22/2020 11/18/2020	7/16/2020	3/22/2020 10/1/2020	-	-	-

REGTECH 101

COURSE NO:
1825

SPECIALIZATION

1 DAY

Risk and Compliance Officers, Fraud Monitoring and Control Units and banking officials who wants to understand the next big thing in Banking technology space.

PURPOSE
 Regulatory technology, in short REGTECH, is a new technology that utilises information technology to enhance regulatory processes. It emphasis on regulatory monitoring, reporting and compliance and is thus benefiting the finance industry. The objective of this course is to given an Introduction to Regulatory Technology and its importance and impact in Banking Industry.

LEARNING OBJECTIVES
 After the completion of this course, the learners would be able to understand:

- » Fintech Vs Regtech
- » The importance and advantages of Regtech
- » The Regtech Universe
- » Risk and Risk Management
- » Regulatory reporting using Regtech
- » The future of Compliance with Regtech.

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/1/2020 11/11/2020	6/28/2020	4/9/2020 10/1/2020	-	-	-

**ISLAMIC
FINTECH 101****COURSE NO:
1826****SPECIALIZATION****1 DAY**

Bankers who want to explore and understand the global potential of Fintech for Islamic financial industry and want to explore innovations and to gain benefits from this promising field.

PURPOSE

Islamic Fintech is seen as driver, which can enable Islamic finance to attract more customers, increase efficiency, reduce costs, enhance innovation and help the industry achieve more regulatory and Shari'ah compliance. This course aims to highlight the relevance of rapidly emerging and growing Islamic Fintech industry and provide sound functional understanding of Islamic Fintech to offer Shari'ah-compliant business and financial solutions.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Islamic Banking and Finance concepts and use of FinTech in Islamic transactions
- » Kind of innovation which is undertaking the Islamic banking and financial landscape
- » Islamic Banking Product Innovation- Use of Technology ; Fintech, Regtech, Shari'ah compliance
- » Fintech Application in Islamic Finance: (use cases), and how they are transforming the market

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/15/2020	10/8/2020	4/21/2020	-	-	-
11/17/2020		9/30/2020			

ANALYTICS**EXCEL
PRIMER****COURSE NO:
1801****FOUNDATION****1 DAY**

Open based on requirements

PURPOSE

Excel primer course is designed to familiarize the participants with features and most commonly used functions in banking and finance.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Identifying the main components of user interface.
- » Identifying the purpose of the commands on the menu bar.
- » Using Conditional Formatting.
- » Basic formulas & functions usage.
- » Basic Sorting and filtering Tables.
- » Working with basic charts.
- » Working with shared workbook.

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/22/2020	2/25/2020	1/30/2020	-	11/15/2020	3/25/2020
6/25/2020	6/28/2020	4/9/2020			
10/25/2020		9/16/2020			

**DATA CONSOLIDATION &
ANALYSIS USING EXCEL****COURSE NO:
1812****INTERMEDIATE****2 DAY**

Learners looking for advanced skills in Excel

PURPOSE

Participants will learn to use advanced excel functions to streamline their operational work, improve productivity and enhance spreadsheet usage with charts, tables, formulas and templates. This can help learners in areas like financial analysis, investments etc.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Usage of range names and custom formats.
- » Usage of formulas and functions for decision making.
- » Managing, sorting and filtering tables.
- » Working with charts and pivot tables.
- » Working with multiple workbooks.
- » Working with Macros.

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/19/2020	3/29/2020	3/23/2020	-	9/27/2020	6/1/2020
9/2/2020		6/29/2020			
11/16/2020		10/26/2020			

ANALYTICS

FINANCIAL MODELING USING EXCEL

COURSE NO:
1808


INTERMEDIATE



2 DAYS


Participants will be from Corporate Banking, Risk Department and Investment Banking

PURPOSE

Financial Modeling is very critical for the financial industry. This course will enable participants to effectively apply excel techniques to a wide variety of financial models. A number of key skills will be addressed such as scenario management techniques and data validation to control inputs.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Types of Financial Models-Pricing, Investment, Funding, Trading, Risk, Simulation, Financial Statements
- » Design of financial models-Objectives, drivers, assumptions, sub-models, stress testing, presentation, metrics
- » Excel functions to support financial models-Sensitivity analysis with scenario manager and data tables-Pivot tables-Solver
- » Financial Statements forecasting
- » Financial Planning and Investments, Loan Schedules
- » Bond Pricing and duration
- » Risk and Simulation
- » Sensitivity Analysis

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/7/2020 11/1/2020	9/29/2020	4/21/2020 10/6/2020	-	-	-

STATISTICAL ANALYSIS USING EXCEL

COURSE NO:
1819


INTERMEDIATE



1 DAY


Analysts and others based on relevance

PURPOSE

Participants will be able to learn the best practices in collection of data, analyzing and decision making. Participants will be able to forecast and analyze data with advanced feature of Excel.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Usage of Data analysis with Excel.
- » Usage of descriptive summary.
- » Data & Forecasting Statistically.
- » Usage of Single & Multiple Regression analysis.
- » Quality & Decision support systems.

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/16/2020 10/28/2020	7/9/2020	3/31/2020 10/1/2020	-	-	-

DASHBOARD CREATION USING EXCEL

COURSE NO:
1827


SPECIALIZATION



1 DAY


Learners looking for skills in dashboards and others based on relevance.

PURPOSE

The objective of the course is to provide participants with knowledge about how Excel Dashboard can be an amazing tool when it comes to tracking KPIs, comparing data points, and getting data-backed views that can help management take decisions. The participants will learn how to create an Excel dashboard, best practices to follow while creating one, features and tools you can use in Excel.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Getting the data in excel
- » Outlining the structure of the Dashboard
- » Important Excel Dashboard Functions
- » Interactive Dashboard for Sales

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/14/2020 11/11/2020	11/3/2020	5/31/2020 10/11/2020	-	-	-

INTRODUCTION TO SALES ANALYTICS

COURSE NO:
1830


SPECIALIZATION



1 DAY


Relationship Managers, Marketing staff and managers involved in marketing of new products and services.

PURPOSE

This course provides the overview of the field of sales analytics and how to identify customer segments, forecast customer demand and target customers with marketing initiatives, so that you can make informed business decisions, improving sales management effectiveness and simplify the seller experience using advanced tools.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Relevant client data analytics to identify customer needs
- » Sentiment Analysis
- » Customer Segmentation

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/23/2020	10/8/2020	4/5/2020	-	-	-

INTRODUCTION TO FRAUD ANALYTICS

COURSE NO:
1831

SPECIALIZATION

1 DAY



Bank officials working in retail, corporate and general banking operation. Compliance and Internal Audit managers and to anyone in the UAE Banking Industry.

PURPOSE

Financial crime threatens the safety and soundness of financial systems world-wide. There are many ways an individual or a firm can be exposed to these crimes. Creating awareness and understanding of how these frauds happen is an important step in reducing these crimes.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » The background and nature of financial crimes
- » Different types of Financial Crimes in Banks
- » How does a Financial Crime start?
 - » ID Theft
 - » Employee fraud Red flags
 - » Phishing
 - » Skimming
 - » Spoofing
- » Financial Crime Life Cycle – Compliance
- » Role of technology in fighting financial Crime

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
9/22/2020	-	4/13/2020 11/10/2020	-	-	-

ANALYTICS USING PYTHON – MASTERCLASS

COURSE NO:
1820

MASTERCLASS

3 DAYS



Analysts, Managers in departments like risk, analytics etc and others based on relevance

PURPOSE

Python is a general-purpose programming language that is becoming more and more popular for doing data analytics projects. Companies worldwide are using Python to harvest insights from their data and get a competitive edge. This course teaches how to use python to do data science projects in banking. In particular the course will focus on how to prepare data for analysis and perform simple statistical analysis and create statistical models.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Use of python in analytics
- » Importing Datasets in python
- » Preparing the Data for data analysis
- » Descriptive Statistics using python
- » Developing models using python

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/29/2020	7/13/2020	4/6/2020 9/21/2020	-	-	-

05

CORPORATE BANKING & CREDIT

CORPORATE BANKING & CREDIT

HOW TO APPROACH THIS CATEGORY?

This category aims at creating the relevant and contemporary skillsets for professionals in the domain of credit, corporate and commercial banking. This category covers the entire spectrum of credit and corporate banking with its solutions focused on Credit analysis and Corporate Relationship Management.

LEARNING PATHWAY

The learning pathway designed by EIBFS aims at creating a very structured learning experience for the learners.

FINANCIAL ANALYSIS

Analyzing Financial Statements for decision making is a critical skill required for professionals wanting to pursue a career in credit and corporate banking domain. EIBFS offers exclusive programs which cover all the dimensions of financial statement analysis. Post the completion of this module, the learners can specialize further in the Credit Analysis or Relationship Management domain.

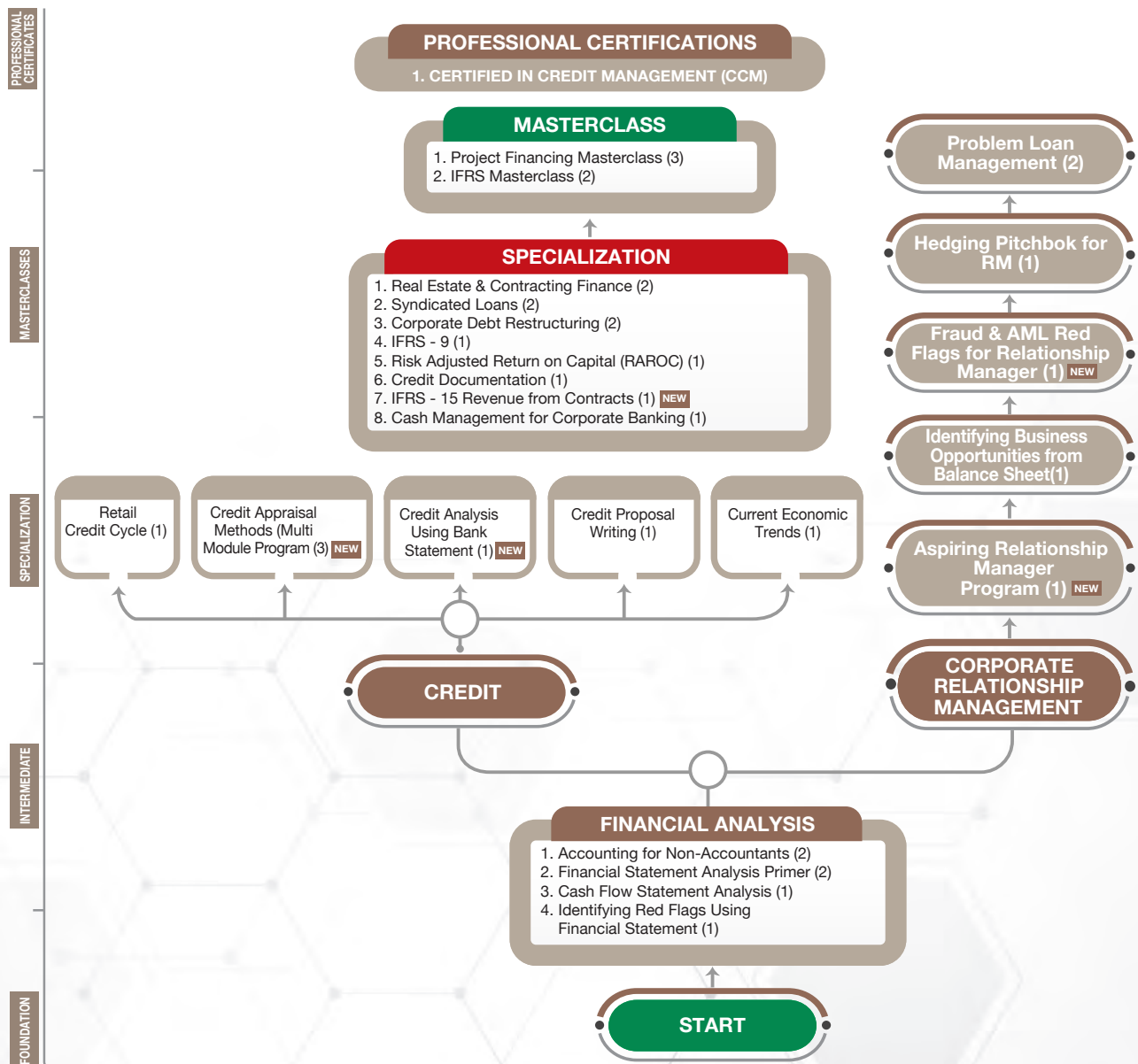
CREDIT ANALYSIS

After acquiring the financial analysis skills, the learners can specialize into various credit programs. By attending

the exhaustive list of programs covering all the dimensions of lending, the learners can develop the skillsets for a successful career in the credit domain. Kindly refer to the EIBFS Certified Learning Pathway section to know more about the 'EIBFS Certified Credit Analyst' program offered in 2020.

CORPORATE RELATIONSHIP MANAGEMENT

The objective of this domain is to develop effective Relationship Managers who can spot business opportunities in corporate and business banking. The courses are designed covering all the dimensions of skills required for a successful Relationship Manager. Kindly refer to the EIBFS Certified Learning Pathway section to know more about the 'EIBFS Certified Corporate Relationship Manager' program offered in 2020.



CORPORATE BANKING & CREDIT

ACCOUNTING FOR NON-ACCOUNTANTS

COURSE NO:
1222

FOUNDATION

2 DAYS



This is for those who are from a non-accounting background looking to learn financial analysis

PURPOSE

Accounting is the language of business. A basic understanding of accounting is a must for all aspiring managers. This course introduces participants to accounting principles, double entry book-keeping and the construction of financial entries from accounting transactions. The course can act as a foundation program for learners with non-accounting background aspiring for roles in financial analysis.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Introduction to accounting and financial statements
- » Double entry accounting
- » Accounting Assumptions and Principles
- » Introduction to IFRS
- » Balance Sheet, Profit and Loss and Cash flow Statements

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/17/2020	9/8/2020	3/8/2020	-	-	-

FINANCIAL STATEMENT ANALYSIS PRIMER

COURSE NO:
1204

FOUNDATION

2 DAYS



Relationship officers, managers and credit analysts from SME, Commercial Banking and Corporate Banking departments

PURPOSE

The course on financial statement analysis provides participants with a fundamental understanding of accounting principles, concepts, conventions, and key characteristics of accounting information. Participants will be able to learn about the various types of financial statements and their importance. They will learn the use of various analytical tools like ratio analysis and common-size statements. They will be able to identify the key line items on the financials and their inter-relationships.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Purpose and structure of financial statements
- » Important accounting principles, concepts, conventions
- » Reading and understanding the balance sheet and income statement
- » Trend analysis / common size statements
- » Ratio analysis

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/8/2020 10/4/2020	3/10/2020 9/2/2020	2/12/2020 9/15/2020	-	10/18/2020	6/10/2020

CASH FLOW STATEMENT ANALYSIS

COURSE NO:
1224

FOUNDATION

1 DAY



Officials in the area of Credit, Risk, Corporate Relationship managers, Credit analysts etc.

PURPOSE

This is a specialized program in the financial analysis domain which focuses solely on cash flow statement analysis. The learners would try to analyze cash flow statements to help them make their decisions.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Understand how a cash flow statement is prepared
- » Analyze Cash flow from Operations, Investing and Financing activity
- » Link cash flow analysis to other financial statements
- » Analyze business performance using Cash flow statement

Prerequisite: Financial Statement Analysis Primer

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/24/2020 10/7/2020	4/5/2020	3/12/2020 10/11/2020	-	-	-

IDENTIFYING RED FLAGS USING FINANCIAL STATEMENTS

COURSE NO:
1225

FOUNDATION

1 DAY



Officials in the area of Credit, Risk, Corporate Relationship managers, Credit analysts etc.

PURPOSE

This program focuses on identifying red flags using financial statements. The course will discuss areas of possible creative accounting, financial frauds and identify red flags on the financial position of the company. This course should be attended only after a strong background knowledge of financial statements as specified in the learning plan.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Understand how financial statements could be used to analyze red flags
- » Discuss possible areas of creative accounting and financial frauds
- » Identify red flags on company's financial position to make a suitable credit or investment decision

Prerequisite: Financial statement analysis primer & Cash flow analysis

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/12/2020 10/15/2020	4/7/2020	3/18/2020 10/14/2020	-	-	-

CREDIT PROPOSAL WRITING**COURSE NO:**
1219**FOUNDATION****1 DAY**

Analysts, RMs and other executives in corporate banking, credit, SME

PURPOSE

This course has been introduced to help credit officers develop their skills in writing loan proposals. Many credit officers, who are well-versed in analyzing a loan proposal, often fail to present an acceptable case proposal to the Credit committee. The Committee must often seek clarifications and this leads to unwanted delays. This course will help credit officers to structure a loan proposal adequately and present the same to the credit committee in an acceptable format leading to quicker resolution.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Outline of the proposal
- » Executive Summary of the proposal
- » Industry Factors
- » Company Analysis
- » Financial Analysis
- » Management Quality
- » Security Analysis
- » Summary Risk Assessment
- » Financing Outline
- » Key facility risks and how these will be mitigated by the suggested loan structure

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/9/2020	6/18/2020	2/20/2020	-	-	-

CURRENT ECONOMIC TRENDS**COURSE NO:**
1220**INTERMEDIATE****1 DAY**

Analysts, RMs, functional department heads and others based on relevance

PURPOSE

This program is designed to help learners analyze the current local and international economic trends in the context of the banking and financial sector.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Key economic measures for analysis
- » Business Cycle analysis
- » Fiscal Policy and impact
- » Monetary policy and impact
- » Current UAE Economic Environment
- » Global macros and the impact

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/22/2020	9/10/2020	2/18/2020	-	-	-

RETAIL CREDIT CYCLE**COURSE NO:**
1217**INTERMEDIATE****1 DAY**

Professionals from Consumer loans, consumer credit and other related departments

PURPOSE

The objective of this program is to understand and analyze the Consumer Lending market in UAE. The program focus will be on the Consumer lending products, risk appraisal and analysis of the credit cycles.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Overview about Consumer lending
- » Retail credit cycle
- » Retail credit regulations
- » Credit risk appraisal for Consumer Credit Retail credit scoring
- » Economic cycles and relation with Credit cycles

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/28/2020	9/29/2020	2/4/2020	-	-	-

CREDIT APPRAISAL METHODS (MULTI-MODULE PROGRAM)**COURSE NO:**
1202**INTERMEDIATE****2 DAYS + 1**

Relationship officers, analysts and credit officers of Commercial & Corporate banking & SME departments

PURPOSE

Credit Appraisal remains one of most critical functions of any bank. This course will give the participants a good grounding in the basics of credit analysis and business evaluation. Participants will develop the necessary skill to match credit facilities to the needs of borrowers and mitigate risks through documentation, covenants and collateral security.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Basic principles of bank credit
- » Credit risk analysis through ratios and cash flow analysis
- » Forecasting financials and sensitivity analysis
- » Importance of Site Inspections
- » Credit scoring
- » Credit rating
- » Pricing RAROC
- » Evaluation of working capital and term loans

Prerequisite: Financial analysis module programs

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/5/2020 11/23/2020	6/30/2020	6/7/2020 11/8/2020	-	-	-

CREDIT ANALYSIS USING BANK STATEMENT**COURSE NO:**
1232**INTERMEDIATE****1 DAY**

Relationship officers, analysts and credit officers of Commercial & Corporate banking & SME departments

PURPOSE

Many SME businesses do not maintain proper Financial Statements but desperately require loans. Therefore, Banks need to perform credit appraisal using bank statements and other information. This program fills that need.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » How to read a bank Statement
- » Introduction to Financial Statements
- » Computation of Revenue/ Liabilities/ Net Profits/ Cash Flow Analysis
- » Signs of Health/Red Flags/Identify all significant and recurring transactions
- » Credit Decision & Credit monitoring

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/20/2020 10/21/2020	4/14/2020	3/19/2020 10/21/2020	-	-	-

ASPIRING RELATIONSHIP MANAGER PROGRAM**COURSE NO:**
1226**FOUNDATION****1 DAY**

Corporate Relationship managers, Relationship officers

PURPOSE

This is a specialized program designed for Relationship managers in Corporate and business banking. This course aims to give an awareness about corporate banking products and services.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Overview of corporate banking strategy
- » Risk adjusted pricing and RAROC
- » Understand Corporate banking credit products
- » Overview of other offerings for corporates like debt instruments, hedging tools etc.

Prerequisite: Financial statement analysis primer & Cash flow analysis

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
1/28/2020 9/2/2020	8/31/2020	2/11/2020 9/13/2020	-	-	-

IDENTIFYING BUSINESS OPPORTUNITIES FROM BALANCE SHEET**COURSE NO:**
1231**INTERMEDIATE****1 DAY**

Relationship Managers and Assistant Relationship Managers in Corporate banking, SME banking

PURPOSE

Relationship Managers will gain understanding of the concept of CRM and will equip them with tools and techniques required to develop an appropriate CRM strategy in a corporate setting.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » The concept of Relationship banking
- » Identifying the Right borrower
- » Portfolio management
- » New customer acquisition / retention of existing customers
- » Cross selling, upselling

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/19/2020	9/17/2020	2/16/2020 9/21/2020	-	-	-

FRAUD & AML RED FLAGS FOR RELATIONSHIP MANAGERS**COURSE NO:**
1234**SPECIALIZATION****1 DAY**

Relationship Officers & Managers

PURPOSE


Relationship Managers are the first line of defense and play a very important role in satisfying the obligations of Banks under AML Laws. Behavioral red flags can only be identified by first line of defense.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » What is Fraud and What is ML
- » Fraud triangle-Motivations for Fraud
- » Methods of ML
- » Identify Fraud and ML Red Flags-Transactional & behavioral
- » Obligations to report suspicious transactions from red flags

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/15/2020 11/4/2020	10/19/2020	4/8/2020 10/12/2020	-	-	-

**HEDGING PITCHBOOK FOR
RELATIONSHIP MANAGERS****COURSE NO:
1425**
INTERMEDIATE
1 DAY Relationship managers in Corporate banking, treasury sales, credit analysts and others who want an idea of hedging solutions for corporates and others**PURPOSE**


The course will provide working knowledge of the benefits of hedging with futures and options based on typical examples of the types of risk scenarios prevailing across different industries. This course is intended to provide knowledge which can empower a bank's RM to converse with their clients on business risks and ways of mitigating them.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » To hedge or not to hedge
- » Identifying hedging opportunities for a corporate client
- » How hedging can manage risks and support corporate performance
- » Overview of tools for hedging: Forwards, Futures, Options and swaps

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/16/2020 11/18/2020	11/2/2020	4/14/2020 10/21/2020	-	-	-

**PROBLEM LOAN
MANAGEMENT****COURSE NO:
1205**
INTERMEDIATE
2 DAYS Relationship managers, analysts, collection and remedial teams on Corporate & SME side (Non-retail).**PURPOSE**

This course will enable participants to identify the early warning signals of problem loans. Participants will be able to recognize the causes of business failure and operating losses. They will be able to develop a concrete set of procedures once a problem loan has been identified. Participants will explore options for resolving problem loans including workout, restructuring and liquidation.


LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Causes of Problem Loans and Costs
- » Identification of Problem Loans and Measuring Delinquency-Regulatory guidelines
- » Controlling Problem Loans
- » Analysis of the Remedial Actions
- » Strategy for Loan Recovery
- » Execution of Loan Recovery and System for Monitoring
- » UAE Bankruptcy code

Prerequisite: Financial Analysis module programs

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/2/2020 11/3/2020	6/29/2020	3/1/2020 9/23/2020	-	-	-

**REAL ESTATE & CONTRACTING
FINANCE****COURSE NO:
1207**
SPECIALIZATION
2 DAYS Executives in corporate banking who finance real estate, senior executives who wish to advance their knowledge of real estate finance.**PURPOSE**

This course focuses on the tools used by real estate financiers to analyze the financial feasibility of real estate developments. Participants will be able to analyze the risk and returns of investing in property.


LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » UAE Real estate market dynamics
- » Feasibility due diligence
- » Real Estate regulations
- » Real estate financing – Developer financing & Contractor financing

Prerequisite: Financial Analysis module programs

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/1/2020	9/30/2020	3/11/2020	-	-	-

**SYNDICATED
LOANS****COURSE NO:
1209**
SPECIALIZATION
2 DAYS Corporate bankers and others in related areas**PURPOSE**

This course aims at providing participants with knowledge of organizing and participating in syndicated loans. Participants will understand the roles of various participants in structuring a transaction and how to price a syndicated loan.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:




- » Characteristics of Loan Syndication
- » Advantages and disadvantages to borrowers and banks
- » Identifying strategies for syndicate participants and their roles
- » Types of syndicated facilities
- » Risk sharing
- » The syndication sales cycle and principal milestones
- » Analyzing principal elements of the pricing structure
- » Loan agreements/documentation in syndication
- » Transfer mode in Secondary market

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/7/2020	-	3/16/2020 10/5/2020	-	-	-




**CORPORATE DEBT
RESTRUCTURING****COURSE NO:
1218**

			Advanced level; Professionals in credit, corporate banking, restructuring and SME departments			
SPECIALIZATION 2 DAYS						
<p>PURPOSE This course will enable participants to restructure a distressed loan. They will understand the root causes of business failures and how operational, organizational and strategic changes must be made to revive the unit.</p> <p>LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:</p> <ul style="list-style-type: none"> » Causes of Loan Distress-Business Weakness-Financial Weakness » Priority of Claims » Planning Restructuring-Operational, Organizational, Financial and Strategic Restructuring » Implementing the Restructuring Plan » Lender Responsibilities » Checklists, Documentations » Protecting security » Financial Projections » Monitoring the revival » Bankruptcy laws in UAE <p>Prerequisite: Financial Analysis module programs</p>						
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak	
11/8/2020	-	7/13/2020	-	-	-	




IFRS – 9**COURSE NO:
1227**

			Finance Staff, Credit and Treasury officers, Senior Managers from all departments and Risk Managers, Internal Auditors			
SPECIALIZATION 1 DAY						
<p>PURPOSE The objective of the course is to familiarize participants with the important provisions of IFRS9 and determination of expected loss.</p> <p>LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:</p> <ul style="list-style-type: none"> » The need for a new standard » IFRS-9 impact on the banks » Significant provisions in IFRS-9 » Impairment as per IFRS-9 						
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak	
6/29/2020 11/22/2020	6/28/2020	6/2/2020 11/2/2020	-	-	-	




**RISK ADJUSTED RETURN ON
CAPITAL (RAROC)****COURSE NO:
1228**

			Risk Managers, Internal Auditors, ALM Officers, Corporate Relationship Officers, Internal Control Officers, Finance Staff, Senior Managers from all departments			
SPECIALIZATION 1 DAY						
<p>PURPOSE At the end of this course participants will be able to comprehend the importance of RAROC and why it is such a powerful measure of business performance.</p> <p>LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:</p> <ul style="list-style-type: none"> » What is RAROC? » Basel Capital guidelines and Risk linkages » Hurdle Rate » RAROC Computation » RAROC as a performance measure 						
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak	
6/4/2020 11/15/2020	11/1/2020	4/13/2020 10/14/2020	-	-	-	




**CREDIT
DOCUMENTATION****COURSE NO:
1229**

			Credit personnel, Internal Auditors, Relationship Managers from SME, Business banking and Corporate Banking.			
SPECIALIZATION 1 DAY						
<p>PURPOSE This course enables participants to gain an understanding of the legal principles that underpin credit documentation in Banks.</p> <p>LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:</p> <ul style="list-style-type: none"> » UAE Banking related laws » The Contract Law » Key Clauses in the Loan Agreement and Risk Mitigation » The Loan agreement » Guidelines for Documentation » Guarantees » Security Agreements » Insolvency Law 						
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak	
6/17/2020 11/1/2020	6/7/2020	4/1/2020 10/26/2020	-	-	-	




IFRS – 15 REVENUE FROM CONTRACTS**COURSE NO:**
1233

 SPECIALIZATION  1 DAY  Finance Staff, Credit and Treasury officers, Senior Managers from all departments and Risk Managers, Internal Auditors					
PURPOSE The revenue recognition rules changed dramatically with introduction of the new standard IFRS 15. Hence credit analysts need to be aware of how these new rules are applied.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Current accounting Rules for Recognizing Revenues » Scope of the new revenue recognition standard IFRS15 » Identify the five steps for revenue recognition. » Enhanced Disclosures 					
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
9/10/2020 10/28/2020	-	6/16/2020 10/11/2020	-	-	-

CASH MANAGEMENT FOR CORPORATE BANKING**COURSE NO:**
1221

 SPECIALIZATION  1 DAY  Professionals working in corporate banking, any banker who wants to understand cash management business.					
PURPOSE The course will provide a basic understanding of the need for cash management and solutions offered by the banks.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Cash management » Link between cash management and working capital/current ratio » Payments management » Collections management » Solutions provided by banks 					
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
10/8/2020	11/5/2020	7/16/2020	-	-	-

PROJECT FINANCING MASTERCLASS**COURSE NO:**
1206

 MASTERCLASS  3 DAYS  Officials in the area of corporate banking, project financing, Credit, Risk etc.					
PURPOSE The course will provide participants with an overview of the core principles of project finance. Participants will gain a greater insight into project risks and grasp the crucial factors and techniques used in structuring project financings. Participants will be able to understand the essential credit issues in appraising project finance proposals.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Differences Between Corporate Finance and Project Finance » Special Purpose Vehicle project structure » Project Risks-Stages of Project » Structuring the Project Finance » PPP in project financing » Cash flow modelling » Documentation 					
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
10/25/2020	-	6/9/2020	-	-	-

IFRS MASTERCLASS**COURSE NO:**
1223

 MASTERCLASS  2 DAYS  Officials in the area of Credit, Risk, Relationship management, Finance or others for whom the course is relevant					
PURPOSE The objective of this program is to introduce the key standards under IFRS and International Accounting Standards to the Banking professionals. The course will focus on the IFRS guidelines regarding presentation of financial statements, specialized areas like construction contracts, consolidated financials etc which is critical for a Banker.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Overview of IFRS and the International Accounting Standards » IAS-1 - Presentation of Financial Statements – Structure, Classification of Balance sheet, Comprehensive Income » IAS-2 - Treatment of Inventory » IAS-7 : Statement of Cash flows » Overview on IFRS-10: Consolidated Financial Statements » Overview on IFRS -9 : - Financial instruments : Recognition and Measurement » Other relevant standards 					
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
10/7/2020	10/21/2020	6/14/2020	-	-	-

06

TREASURY & INVESTMENTS

TREASURY & INVESTMENTS

HOW TO APPROACH THIS CATEGORY?

The category focuses on the key domain areas of Treasury and Investment. The learners are presented with clear learning pathway on how they should move from the foundation levels to the more specialized levels.

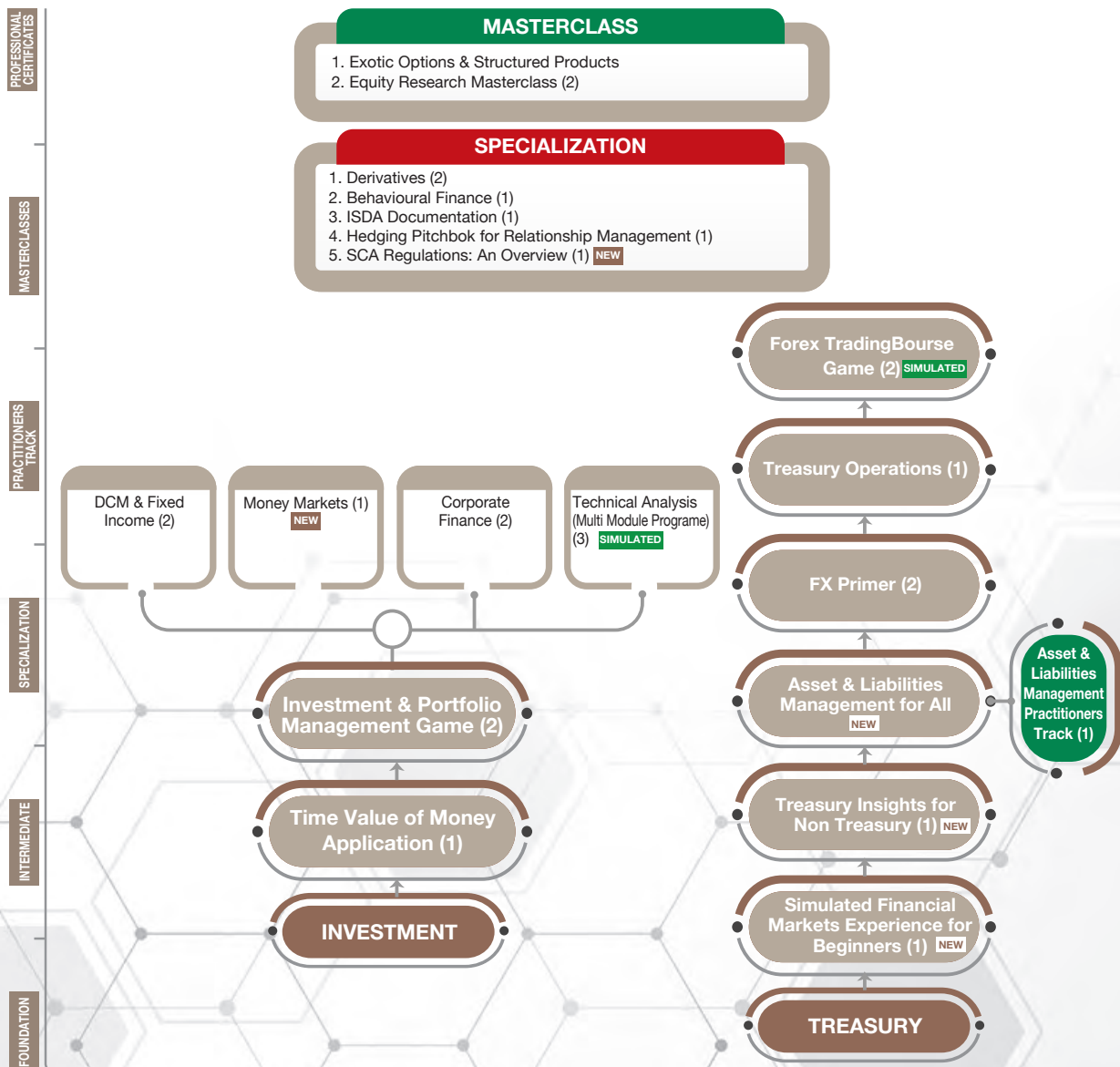
The well-designed suite of programs prepares learners for key roles in treasury and investments like FX & Interest rates Dealer, Fund manager, Equity Research analyst, Relationship manager- Wealth, and such similar roles.

TREASURY

The learners can explore the treasury management domain with the foundation programs of Simulated Market experience, Forex Primer and ALM Basics. Forex bourse game is a program meant for the dealers where a trading room is simulated for real life learning. EIBFS has the state-of-the-art simulated trading rooms in its campuses, where many of the financial market programs will be conducted by expert trainers.

INVESTMENT

The learners can strengthen their competencies in the domain of investments through this vertical. After the foundation level programs where the learners get introduced to the asset classes, they can focus on various aspects of capital markets. Programs such as Debt Capital Markets, Corporate Finance, Money Markets, Corporate Finance and Equity Analysis covers all the key dimensions of capital markets.



TREASURY & INVESTMENTS

TIME VALUE OF MONEY APPLICATIONS

COURSE NO:
1419

FOUNDATION

1 DAY


Open to everyone based on relevance

PURPOSE

This course provides a hands-on introduction to basic financial calculations using the time value of money applications. Time value of money has applications in all areas of finance and banking. Participants will learn about time value of money and discounted cash-flow principles.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » The time value of money
- » Principles of time value of money
- » Applications of time value of money in areas like investments, corporate finance etc.

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/6/2020 10/12/2020	4/8/2020	2/2/2020 7/16/2020	-	-	-

INVESTMENT & PORTFOLIO GAME

COURSE NO:
1421

FOUNDATION

2 DAYS


Officials looking for creating a foundation the domain of investments. Useful for official's inequity markets, fund management, brokerages, Private banking, wealth management etc.

PURPOSE

This program is designed to provide insights into the investment world. The course will cover the basics of portfolio construction and management besides taking a peek in to investment styles and philosophies of few renowned players in the industry. It will also touch upon the behavioral aspects and how it molds the financial decisions of an individual.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Investment Process
- » Investment Philosophies
- » Asset classes and allocation
- » Portfolio Risk & Return
- » Portfolio construction and diversification
- » Optimal Capital allocation
- » Macro view & Tactical Portfolio shifts
- » Behavioral biases
- » Evaluating Portfolios

Prerequisites: Time Value of money applications

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/22/2020	6/8/2020	2/9/2020 9/14/2020	-	-	-

DEBT CAPITAL MARKETS (DCM) & FIXED INCOME

COURSE NO:
1422

INTERMEDIATE

2 DAYS


Officers in Corporate Banking, Investment, treasury, private banking, wealth management departments

PURPOSE

This course is designed to provide a solid grounding on how the Bond market works and helps to unravel the jargon of the business. The course covers the rationale for debt financing, the types of borrowers and the types of instruments available. It also focuses on bond pricing and yield curves.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Structure and workings of the International Primary Markets for Debt
- » How to structure the most appropriate financing for a particular borrower?
- » Hybrid securities and Securitization process
- » MBS, ABS and Eurobonds
- » Bond Mathematics
- » Bond Pricing – Yield and YTM
- » Bond Sensitivity analysis – Duration and Convexity
- » Bond Yield Curves

Prerequisites: Time Value of Money Applications

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/8/2020 10/25/2020	7/5/2020	3/16/2020 10/6/2020	-	-	-

CORPORATE FINANCE

COURSE NO:
1428

INTERMEDIATE

2 DAYS


For officials in the domain of investment banking, equity research, corporate banking, syndication etc.

PURPOSE

The program will enable members to evaluate the optimal capital structure for an organization and perform organization valuation. The program will cover the main concepts for cost calculation – WACC / COE - and returns concepts – IRR / NPV etc. The attendees will also understand the process for IPO and structuring the M&A transaction.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » The players are in the capital markets
- » Funding lifecycles
- » Optimal Capital Structure
- » Cost of capital & Returns Concepts
- » Valuation approaches – DCF / DDM, Relative etc.
- » IPO Process
- » Structuring M&A

Prerequisites: Time Value of money, Investment & portfolio management

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/2/2020	-	3/18/2020	-	-	-

**TECHNICAL ANALYSIS
(MULTI-MODULE PROGRAM)****COURSE NO:
1416****SIMULATION****2 DAYS+1**

Fund managers, Investors, Traders, brokerage executives working in Trading and Investing in Stocks, Forex, Commodities, Private Banking etc.

PURPOSE

Technical analysis is a very popular method of forecasting markets across the globe. Technical analysis can be applied to any type of markets like Equity, Forex, Commodity, Bonds etc. This simulated program will give hands on trading experience to learners by using technical analysis.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Technical Analysis
- » Technical Vs Fundamental Analysis Technical tools used
- » Trend lines and its applications
- » Moving averages, Crossovers, and Momentum indicators
- » Patterns and Formation analysis – Triangles, Shoulder- Head- Shoulders, Double & Triple tops, bottoms, Channels etc.
- » Simulated Real Life analysis of Equity (Including DFM & ADX), Currency and Commodity markets using technical analysis

Prerequisites: Investment & Portfolio management

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/7/2020	7/14/2020	4/13/2020 11/8/2020	-	-	-

**MONEY
MARKETS****COURSE NO:
1431****INTERMEDIATE****1 DAY**

Bankers with exposure to trading desk or part of the ALM team.

PURPOSE

Since the crisis has occurred the suspension of “normal” market conditions has completely altered assumptions about money markets, liquidity and debt issuance. Banks are now responding by making significant changes to their business. This course covers those changes and how they affect your Treasury.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Money Market Desk
- » Role of a dealer and Regulatory changes/effects
- » Money market instruments
- » Liquidity – Measuring & Reporting it
- » Interest rate exposure (don't forget it)

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/21/2020 7/5/2020 11/11/2020	-	3/29/2020 10/8/2020	-	-	-

DERIVATIVES**COURSE NO:
1407****SPECIALIZATION****2 DAYS**

Senior and middle management executives in Treasury, corporate banking, Financial control and Risk Management personnel, Fund managers, Internal Auditors, Private Bankers and Investment advisors

PURPOSE

Participants will learn the structure of all types of derivatives including forwards, futures, swaps, traded options, OTC options. The participants will learn to employ derivatives for hedging and other uses.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Derivatives
- » Forwards and futures – Payoff, Margining, Pricing of Futures
- » Options strategies – Buying and selling strategies
- » Interest rate and currency swaps

Prerequisites: Investment & Portfolio management

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/1/2020 11/18/2020	-	3/30/2020 7/5/2020 10/19/2020	-	-	-

**BEHAVIORAL
FINANCE****COURSE NO:
1423****SPECIALIZATION****1 DAY**

Equity investors, portfolio managers, Private and wealth management, officials in treasury and others based on relevance

PURPOSE

This course is intended for anyone who is working in the field of finance/ banking and is interested in how our innate biases affect our financial decision-making.

LEARNING OBJECTIVES




After the completion of this course, the learners would be able to understand:

- » Behavioral finance
- » Expected Utility vs. Prospect Theory
- » Risk aversion vs. Loss Aversion
- » Behavioral biases: Confirmation Bias, Cognitive Dissonance Bias, Hindsight Bias etc.
- » Cognitive & Emotional shortcuts and errors
- » Behavioral efficient markets
- » Market Bubbles & Crashes

Prerequisites: Investment & Portfolio management, Technical analysis




Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
9/13/2020	-	6/4/2020	-	-	-

ISDA DOCUMENTATION**COURSE NO:**
1424

		 Relationship managers, Risk Managers, Treasury Professionals, Internal Auditors, Compliance Professionals, Finance Professionals, Senior Managers from all departments
SPECIALIZATION		
PURPOSE The course aims at providing basic understanding of ISDA Master Agreement in the domain of derivatives. This course would be useful for officials in treasury domain, corporate relationship managers who will be involved in structuring derivative deals with clients.		
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:		
<ul style="list-style-type: none"> » Overview of ISDA Master Agreement » Key clauses in ISDA Master Agreement » Disadvantages of not adopting ISDA Agreement 		
Prerequisites: Derivatives		




Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
9/10/2020	-	5/31/2020	-	-	-

HEDGING PITCHBOOK FOR RELATIONSHIP MANAGERS**COURSE NO:**
1425

		 Relationship managers in Corporate banking, treasury sales, credit analysts and others who want an idea of hedging solutions for corporates and others
SPECIALIZATION		
PURPOSE The course will provide working knowledge of the benefits of hedging with futures and options based on typical examples of the types of risk scenarios prevailing across different industries. This course is intended to provide knowledge which can empower a bank's RM to converse with their clients on business risks and ways of mitigating them.		
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:		
<ul style="list-style-type: none"> » To hedge or not to hedge » Identifying hedging opportunities for a corporate client » How hedging can manage risks and support corporate performance » Overview of tools for hedging: Forwards, Futures, Options and swaps 		




Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/16/2020 11/18/2020	11/2/2020	4/14/2020 10/21/2020	-	-	-

SCA REGULATIONS: AN OVERVIEW**COURSE NO:**
1951


		 Officials in wealth management, private banking, investment banking and brokerage
SPECIALIZATION		
PURPOSE To familiarize participants with the role of Securities and Commodities Authority and the application of Financial Rules & Regulations in the UAE.		
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:		
<ul style="list-style-type: none"> » Role of SCA » Securities & Commodities markets legislation » Governance of Corporate entities » Regulation of Market Activities » Market Conduct Regulation » Client protection 		

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/9/2020 10/29/2020 11/17/2020	6/11/2020	3/22/2020 9/27/2020	-	-	-

EXOTIC OPTIONS & STRUCTURED PRODUCTS-MASTERCLASS**COURSE NO:**
1414

		 Portfolio risk managers, corporate financiers, treasurers, credit risk managers and investment sales, private bankers etc
MASTERCLASS		
PURPOSE Provide participants with a clear understanding of the role of structured product vehicles and to demonstrate a practical understanding of the core concepts behind structured products and the range of assets including sharia' compliant products linked to structured products.		
LEARNING OBJECTIVES After the completion of this course, the learners would be able to:		
<ul style="list-style-type: none"> » Building blocks Structured Products. » What are structured products? » Issuers' and investors' appetite for structured products <ul style="list-style-type: none"> a. Identify why issuers create structured products b. Evaluate investor interest in structured products c. Wedding cake d. FX Touch Deposits, FX Range/ Double No Touch Deposit » Structured Products <ul style="list-style-type: none"> a. Capital Protected b. High-yielding c. Participation d. Leverage » Other Miscellaneous structured Products 		
Prerequisites: Derivatives		

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
9/6/2020	-	5/31/2020	-	-	-

**EQUITY RESEARCH-
MASTERCLASS****COURSE NO:
1411**
MASTERCLASS
2 DAYS Treasury, investment, private banking, corporate banking, brokerages and wealth management and anyone dealing with equity investments.**PURPOSE**


The aim of the course is to familiarize the participants with the concepts of equity market analysis and to highlight tools and valuation techniques used in the analysis to enable them to profitably invest in the equity markets.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Equity as an Asset class
- » Fundamental Analysis of Equity
 - a. Investing methods: Value Investing, Growth Investing and Cyclical Investing
- » Valuation approaches:
 - a. Valuation ratios – Relative valuation models, Discounted cash flow models
- » Technical Analysis
 - a. Charting tools, patterns
- » Real life stock analysis in various markets

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
8/30/2020	-	6/7/2020	-	-	-

**SIMULATED FINANCIAL MARKET
EXPERIENCE FOR BEGINNERS****COURSE NO:
1430**
FOUNDATION
1 DAY Bankers who are new to the trading desk or planning a transition there.**PURPOSE**

Whether you know it or not, you are already participating in the global financial markets. Doesn't it make sense to take a more active role? Discover how you can benefit by simply understanding what these markets are about and what moves them?

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Introduction to Financial Markets
- » Trading vs. Investment
- » Types of Charts and How to read them
- » Identifying Support and Resistance Zones
- » Making Trendlines and Using Fibonacci Ratios
- » How to use Technical Indicators - MACD, RSI, BOLLINGER BANDS etc.
- » Applying our learnings on live charts

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/8/2020 9/14/2020	-	2/2/2020 8/30/2020	-	-	-

**TREASURY INSIGHTS FOR
NON-TREASURY STAFF****COURSE NO:
1412**
FOUNDATION
1 DAY Internal Auditors, Corporate bankers, Risk & compliance officers, and other areas based on requirement.**PURPOSE**


This course provides participants a working knowledge of how the treasury function of a Bank works. This course will help people in other functional areas to understand and appreciate technological.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Treasury management overview
- » Treasury organization and structure:
- » Treasury functions:
 - a. Global Markets Trading
 - b. Money Markets
 - c. Investments
 - d. Asset & Liability Management
 - e. BASEL Guidelines
- » Treasury control framework

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/29/2020	6/1/2020	2/11/2020	-	-	-

**ASSET & LIABILITIES MANAGEMENT
FOR ALL****COURSE NO:
1433**
SPECIALIZATION
1 DAY Bankers with less than 1-year experience in ALCO or who are working in a risk management team of the bank and planning a transition to a specific role in ALCO team.**PURPOSE**

Learn how to identify, measure and manage the interest rate risk, credit risk and liquidity risk on the balance sheets of firms, with particular emphasis on the balance sheets of financial institutions.




LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » What types of Risks a Bank faces?
- » Interest rate risk on the balance sheet
- » Liquidity risk on the balance sheet
- » Credit risk on the balance sheet
- » Banking book vs trading book: Hidden risks
- » How ALM helps in containing above risks

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/10/2020 7/5/2020 9/16/2020	-	3/3/2020 9/1/2020	-	-	-

**ASSET & LIABILITIES MANAGEMENT
PRACTITIONER'S TRACK****COURSE NO:
1434**

			ALM professionals / Specialists and Risk Managers			
PRACTITIONER'S TRACK	1 DAY					




PURPOSE
This course is for practicing ALM professionals; attending this course will equip them to manage the critical functions of an ALM manager, better.

LEARNING OBJECTIVES
After the completion of this course, the learners would be able to understand:

- » Importance of ALM
- » Overview of Regulations
- » ALM Policy
- » Management of critical ALM functions

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
9/13/2020	6/9/2020	3/31/2020 10/18/2020	-	-	-

**FOREIGN EXCHANGE
(FX) PRIMER****COURSE NO:
1405**

			For officials looking for knowledge on basic FX concepts. Suitable for working in the areas of treasury, investments, corporate bankers, SME etc. and others based on relevance.			
FOUNDATION	2 DAYS					




PURPOSE
The course aims to offer the participants a working knowledge of the FX markets. The learners will understand the dynamics of the currency markets, currency quoting methodologies and trading.

LEARNING OBJECTIVES
After the completion of this course, the learners would be able to understand:

- » Fundamentals of foreign currency exchange rates
- » Currency systems – Currency peg, Free float, Common currency
- » FX quoting
- » Cross currency rates calculation
- » Spot and forward rates
- » Factors affecting forex – overview

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/15/2020 7/5/2020 9/21/2020	6/30/2020 7/12/2020	3/4/2020 9/8/2020	-	-	10/11/2020

**TREASURY
OPERATIONS****COURSE NO:
1418**

			Treasury back office and mid-office professionals, auditors and others based on relevance.			
INTERMEDIATE	1 DAY					




PURPOSE
This Course helps Treasury Dealers, mid-office personnel and back office officials a complete picture of Treasury Operations.

LEARNING OBJECTIVES
After the completion of this course, the learners would be able to understand:

- » Treasury Functions
- » Treasury markets
- » Treasury Limits
- » Front Office operations
- » Mid-Office Operations
- » Back Office Operations
- » Settlements and reconciliation with nostro accounts
- » Treasury Internal Controls
- » Ethics/ ACI Best practices/ Regulation

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/4/2020	6/11/2020	3/3/2020 10/19/2020	-	-	-

**FOREX TRADING
BOURSE GAME****COURSE NO:
1427**

			Dealers, Treasury Sales, Internal Audit, Mid Office Personnel, Risk personnel.			
INTERMEDIATE SIMULATED	2 DAYS					

PURPOSE
The aim of this course is to enable the participants to analyze market dynamics, instruments & trading in the FX and money markets. This course will familiarize participants with the working of FX and Money Markets with hands on trading.

LEARNING OBJECTIVES
After the completion of this course, the learners would be able to understand:

- » Trading in FX markets – Interbank market
- » Exchange arithmetic – Spot and forward
- » Positions, Limits, MTM, Controls
- » Money market- Day count, Repo
- » Simulated Bourse game

Prerequisites: FX Primer

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/5/2020 10/18/2020	7/5/2020	3/11/2020 9/16/2020	-	-	-



07

COMPLIANCE & AUDIT

AUDIT

COMPLIANCE & AUDIT

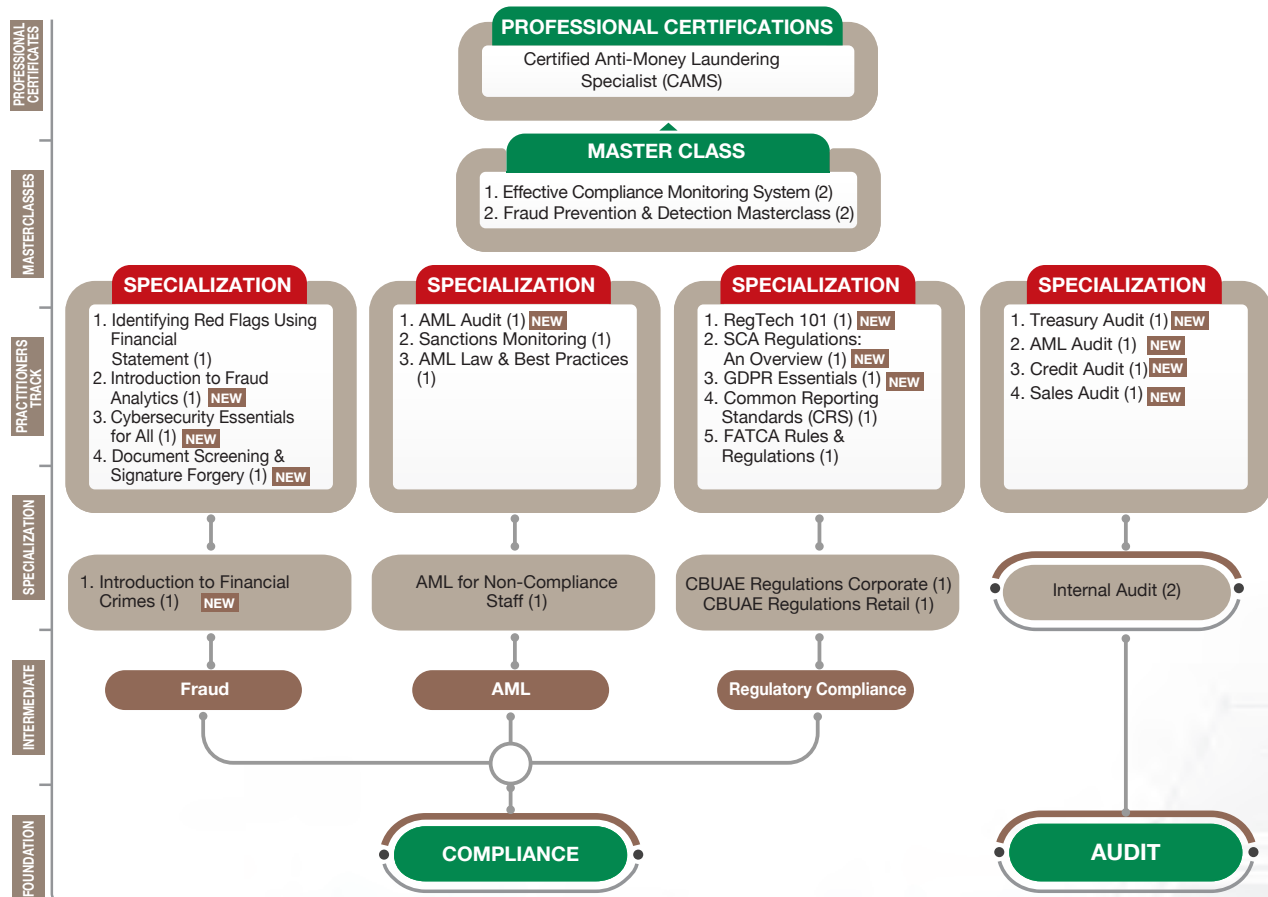
The breadth and depth of this category has been significantly enhanced in 2020 Learning Plan, given the growing importance of these areas in UAE Banking industry. Learners are requested to refer to the learning pathways for effective learning experience

COMPLIANCE

This vertical focuses on creating competencies for existing and aspiring professionals in the domain of compliance. The category offers many programs in all specialized areas like Frauds and Financial Crimes, Anti Money Laundering and Regulatory Compliance.

AUDIT

This vertical has been greatly enhanced in 2020, with new specialized courses in Treasury Audit, AML Audit, Credit Audit and Sales audit. This is expected to give the learners key skills and contemporary knowledge in the domain.



COMPLIANCE

FRAUDS & FINANCIAL CRIMES

INTRODUCTION TO FINANCIAL CRIMES

COURSE NO:
1907

FOUNDATION

1 DAY


Bank officials working in retail, corporate and general banking operation. Compliance and Internal Audit managers and to anyone in the UAE Banking Industry.

PURPOSE

Financial crime threatens the safety and soundness of financial systems world-wide. There are many ways an individual or a firm can be exposed to these crimes. Creating awareness and understanding of how these frauds happen is an important step in reducing these crimes.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » The background and nature of financial crimes
- » Different types of Financial Crimes in Banks
- » How does a Financial Crime start?
 - » ID Theft
 - » Employee fraud Red flags
 - » Phishing
 - » Skimming
 - » Spoofing
- » Financial Crime Life Cycle – Compliance
- » Role of technology in fighting financial Crime

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/17/2020 9/15/2020	3/29/2020	2/12/2020 9/2/2020	-	-	-

IDENTIFYING RED FLAGS USING FINANCIAL STATEMENTS

COURSE NO:
1225

SPECIALIZATION

1 DAY


Officials in the area of Credit, Risk, Corporate Relationship managers, Credit analysts etc.

PURPOSE

This program focuses on identifying red flags using financial statements. The course will discuss areas of possible creative accounting, financial frauds and identify red flags on the financial position of the company. This course should be attended only after a strong background knowledge of financial statements as specified in the learning plan.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Understand how financial statements could be used to analyze red flags
- » Discuss possible areas of creative accounting and financial frauds
- » Identify red flags on company's financial position to make a suitable credit or investment decision

Prerequisite: Financial statement analysis primer & Cash flow analysis.

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/12/2020 10/15/2020	4/7/2020	3/18/2020 10/14/2020	-	-	-

INTRODUCTION TO FRAUD ANALYTICS

COURSE NO:
1831

SPECIALIZATION

1 DAY


Fraud Control and Monitoring Team, Internal Control and Internal Audit.

PURPOSE

Fraud analytics play a crucial role in the early detection and monitoring of fraud. These data analytic techniques will help the organization to detect the possible instances of fraud and implement an effective fraud monitoring program to protect the organization.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Fraud Analytics – Its importance and challenges
- » Fraud Profiling
- » Data Analysis
- » Risk assessment using data
- » Internal Control measures
- » The fraud scenario approach
- » Using analytics for internal fraud investigation / audit

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
9/22/2020	-	4/13/2020 11/10/2020	-	-	-

CYBERSECURITY ESSENTIALS FOR ALL

COURSE NO:
1818

SPECIALIZATION

1 DAY


Open to mid & senior professionals in all functional areas

PURPOSE


This 1-day CPD program discusses the cyber security risks in the banking sector. The participants would be exposed to the various types of attacks and gain insights on how to protect the bank against various types of cyber-attacks. This program could benefit learners from across business domains as combating cyber threats is a shared responsibility across the banks.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » How to evaluate the critical role of Cybersecurity in the banking industry
- » Various types of cyber attacks
- » How to combat cyber-attacks and cybercrimes
- » How to deliberate on new trends, regulations and best practices

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/28/2020 10/1/2020	9/29/2020	4/16/2020 11/12/2020	-	-	-

DOCUMENT SCREENING & SIGNATURE FORGERY**COURSE NO:**
1946
SPECIALIZATION
1 DAY Tellers, Customer Service officers who deal in verifying documents and signatures. Officials from the Fraud Control Units and Compliance.**PURPOSE**


Forgery, counterfeiting, documents screening and verification is a skill that should be enhanced to enable bankers to prevent fraudulent transactions in the bank. This course will help you to understand and support your decision-making skills while dealing with possible fraud/Red Flag scenarios and to detect and uncover these frauds.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Identify different kinds of frauds in Banking
- » Cheque Fraud Prevention
- » Signature forgery and verification
- » Payment instruments fraud – Bank Note Counterfeiting & Credit cards
- » Document screening and verification

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/14/2020 10/6/2020	6/16/2020	3/10/2020 9/8/2020	-	-	-

FRAUD PREVENTION AND DETECTION MASTERCLASS**COURSE NO:**
1945
MASTERCLASS
2 DAYS Branch managers, Compliance officers, Fraud Control and Monitoring Team, Operational Risk, Internal Control and Internal Audit**PURPOSE**

Macro level analysis of Fraud Prevention and Detection. Developing a fraud risk management program. Analyse the importance of technology in fraud prevention and detection. Linking Anti-Fraud and Anti-AML – Unrealised opportunities or Unnecessary Complexities.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Myth and Facts on Frauds
- » Fraud Triangle and Fraud Diamond
- » Fraud and its (cost) impact
- » Fraud Prevention v/s Fraud Detection
- » Conducting fraud investigations
- » Fraud investigators and Fraud Examiners
- » Fraud Risk assessment
- » Enterprise Risk Management
- » Big Data's role in fighting financial crime.
- » Technology solutions to Fraud prevention and detection
- » Linking Anti-fraud and Anti-AML Programs.

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/15/2020 11/15/2020	6/17/2020	3/11/2020 9/9/2020	-	-	-

ANTI MONEY LAUNDERING**AML FOR NON COMPLIANCE STAFF****COURSE NO:**
1934
FOUNDATION
1 DAY Officials from all functional areas of the bank as AML compliance is a joint effort**PURPOSE**


The course will help to create awareness of Anti money laundering among all the staff in various functional domains of banking. The risk of money laundering is open across business functions and needs awareness and diligent action for its prevention.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Explain nature, process of money laundering and its risks.
- » Understand the risks of the money laundering
- » Understand the similarities and differences of Money Laundering and Terrorist Financing.
- » Apply the KYC, CDD and EDD in verifying identity, transactions of customers
- » Understand UAE Federal Laws and awareness of employee responsibilities

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/8/2020 9/6/2020	3/19/2020	1/26/2020 8/30/2020	-	-	-

SANCTIONS MONITORING**COURSE NO:**
1938
SPECIALIZATION
1 DAY Compliance Managers, KYC and Onboarding staff, Risk Managers, Internal Auditor, other relevant departments**PURPOSE**

The objective of this course is to discuss various methods and strategies to ensure compliance to the sanctions imposed in certain jurisdictions.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Understand the terminology, concepts, and processes of Sanctions Monitoring
- » Understand the different type types of sanctions.
- » Creating an effective Sanction Screening process.
- » Global regulation to Sanction – Introduction to UN Sanctions, OFAC, World Check, UAE Blacklist
- » The use of Technology in Sanction List Monitoring.

Prerequisite: AML for Non-compliance staff or relevant experience in the function

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/13/2020 10/14/2020	4/16/2020	3/10/2020 9/15/2020	-	-	-

ANTI MONEY LAUNDERING: LAW, REGULATIONS & BEST PRACTICES**COURSE NO:**
1901**SPECIALIZATION****1 DAY**

All Staff of the bank who would like to get the in-depth knowledge of AML

PURPOSE

The course aims to share the laws and best practices in the domain of anti-money laundering.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Nature of Money Laundering
- » History and processes of money laundering
- » Volumes and risks of the money laundering
- » International standards on AML - FATF, UN initiatives and others
- » Latest AML cases: International / UAE
- » AML compliance Management System
- » UAE initiatives (Federal law, central bank circulars, focus areas of AML risk)

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/9/2020 10/8/2020	4/15/2020 7/14/2020	3/3/2020 9/14/2020	4/19/2020	9/27/2020	4/16/2020

REGULATORY COMPLIANCE**CBUAE REGULATIONS – CORPORATE****COURSE NO:**
1935**FOUNDATION****1 DAY**

Corporate Banking, Business banking, Senior Managers of all departments, Internal Auditors, Compliance Managers, Risk Managers

PURPOSE

This program will familiarize the participants with regulations that impact corporate banking and business banking.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Overview of Laws and Regulations
- » Civil Code, Commercial Code, Commercial Companies Law & Central Bank law
- » BASEL II CAR
- » Credit Regulations including BCBS Guidelines and Insolvency laws
- » BASEL Guidelines for Operational, Market and Liquidity Risk
- » SCA & CBUAE Regulations on Corporate Governance

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
2/2/2020	6/18/2020	1/20/2020	-	-	-

CBUAE REGULATIONS – RETAIL**COURSE NO:**
1936**FOUNDATION****1 DAY**

All officials in the domain of retail banking

PURPOSE

This program will familiarize the participants with regulations that impact retail banking.




LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:




- » To familiarize with the regulatory landscape in UAE.
- » To understand, important Banking Laws, Central Bank of UAE (CBUAE) Regulations, BASEL guidelines.
- » How to apply these regulations in the day to day banking operations.

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/12/2020	6/30/2020	1/23/2020	-	-	-




**REGTECH
101****COURSE NO:
1825**

			Risk and Compliance Officers, Fraud Monitoring and Control Units and banking officials who wants to understand the next big thing in Banking technology space.			
SPECIALIZATION						
PURPOSE Regulatory technology, in short REGTECH, is a new technology that utilises information technology to enhance regulatory processes. It emphasis on regulatory monitoring, reporting and compliance and is thus benefiting the finance industry. The objective of this course is to given an Introduction to Regulatory Technology and its importance and impact in Banking Industry.						
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:						
<ul style="list-style-type: none"> » Fintech Vs Regtech » The importance and advantages of Regtech » The Regtech Universe » Risk and Risk Management » Regulatory reporting using Regtech » The future of Compliance with Regtech. 						
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak	
7/1/2020 11/11/2020	6/28/2020	4/9/2020 10/1/2020	-	-	-	




**SCA REGULATIONS:
AN OVERVIEW****COURSE NO:
1951**

			Officials in wealth management, private banking, investment banking & brokerage			
SPECIALIZATION						
PURPOSE To familiarize participants with the role of Securities and Commodities Authority & the application of Financial Rules & Regulations in the UAE.						
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:						
<ul style="list-style-type: none"> » Role of SCA » Securities & Commodities markets legislation » Governance of Corporate entities » Regulation of Market Activities » Market Conduct Regulation » Client protection 						
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak	
6/9/2020 10/29/2020 11/17/2020	6/11/2020	3/22/2020 9/27/2020	-	-	-	

**GENERAL DATA PROTECTION
REGULATION (GDPR) ESSENTIALS****COURSE NO:
1952**

			Officials working in compliance, regulatory reporting and others based on relevance			
SPECIALIZATION						
PURPOSE GDPR Act in EU is acknowledged globally as one of the landmark regulations in the data protection and privacy area. This course aims at giving a working knowledge of the GDPR and understanding how it affects your organization and ensure compliance.						
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:						
<ul style="list-style-type: none"> » Understand the Purpose and applicability of GDPR » Understand the Entities in GDPR » Understand how to Define Personal Data under GDPR » Discuss the Overview of GDPR Articles, Fines and Penalties 						
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak	
6/22/2020 11/2/2020	6/21/2020	3/24/2020 9/28/2020	-	-	-	

**COMMON REPORTING
STANDARDS (CRS)****COURSE NO:
1937**

			Compliance Managers, KYC and Onboarding staff, Risk Managers, Internal Auditor, other relevant departments			
SPECIALIZATION						
PURPOSE This course will raise awareness of the domain of Common Reporting Standards, which is becoming an increasingly important area in global compliance domain.						
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:						
<ul style="list-style-type: none"> » Introduction the CRS – Concept and its elements » How to create an awareness of the key requirements of CRS and the implications that it has on financial institutions and their customers » Understand key requirements for classification of entities, financial accounts, and the customers. » To understand the Regulatory requirements on CRS 						
Prerequisite: AML for Non-compliance staff or relevant experience in the function						
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak	
4/21/2020 10/25/2020	6/9/2020	3/19/2020 9/23/2020 10/7/2020	-	-	-	

FATCA RULES AND REGULATIONS**COURSE NO:**
1922**SPECIALIZATION****1 DAY**

All the bank staff who is in the compliance, taxation, and legal department, senior officials from branches

PURPOSE

The Foreign Account Tax Compliance Act (FATCA) is a new US law aimed at foreign financial institutions (FFIs) and other financial intermediaries to prevent tax evasion by US citizens and residents using offshore accounts. It represents a complex and costly compliance task being forced upon financial services firms globally by the US tax authorities.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Summary of FATCA developments
- » Defining US Accounts
- » Intergovernmental approach – Model 1 IGA & Model 2 IGA
- » FATCA's IGAs with the UAE and the Middle East Region
- » Defining Reportable Financial Institutions
- » Reporting & withholding requirements
- » Operational Impact and due diligence requirements for UAE banks and financial institutions- Account Onboarding Procedures-Validity Periods -Document Specifications
- » Effects of non-compliance

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/20/2020 10/20/2020	6/7/2020	3/18/2020 9/22/2020	-	-	-

AUDIT**INTERNAL AUDIT****COURSE NO:**
1928**INTERMEDIATE****2 DAYS**

For internal auditors and staff of internal controls department and Risk departments. Also relevant for credit admin and operations staff

PURPOSE

This course will help to enhance the skills of the participants relating to the audit & control in banks. This will help to highlight the crucial role of auditing as an important element in the management information system.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Risk-based internal audit function
- » Reorganization of the audit function through audit teams (credit audit, treasury, trade finance etc.)
- » Reconfiguration of the audit universe (i.e. identifying areas to be audited) by grouping, end-to-end transaction and product processing cycles
- » Implementation of a risk assessment methodology (inherent risk of each auditable unit)
- » The prioritization of auditable units (categorization into high, medium and low risk auditable units)
- » Developing and implementation of risk-based auditing tools & techniques

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
2/23/2020	10/27/2020	1/26/2020	-	-	-

TREASURY AUDIT**COURSE NO:**
1949**SPECIALIZATION****1 DAY**

Officers from Audit Department, Treasury Department, Internal Auditors and Compliance officers

PURPOSE

This course is designed for the Audit Department undertaking a review of the Treasury Dept. It will focus on Treasury risks and examine whether appropriate controls have been instituted.

LEARNING OBJECTIVES




After the completion of this course, the learners would be able to understand:

- » Identification of Treasury Risks-Major failures in Banking Industry
- » Review of Treasury Policy
- » Review of Operational Risk Controls
- » Review of market Risk Controls
- » Review of Model Code of Conduct




Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/21/2020	-	3/4/2020 9/21/2020	-	-	-

DATE FORMAT:
MONTH / DATE / YEAR




**AML
AUDIT****COURSE NO:
1948**

			Internal Auditors and Compliance officers		
SPECIALIZATION					
PURPOSE Auditing an AML function requires enhanced functional skills and understanding the Audit function within the AML Framework. It requires an understanding the operational and technology methods in auditing the AML function. Creating an effective AML Audit and review program.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:					
<ul style="list-style-type: none"> » The five steps to be conducted in an AML Audit » Independent Testing and Three lines of defense » Independent AML Skills testing Matrix » Auditing the AML training » Performing of AML audit procedures and testing » Creating an effective AML audit / review program 					
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/20/2020	6/30/2020	3/22/2020 10/7/2020	-	-	-




**CREDIT
AUDIT****COURSE NO:
1950**

			Officers from Audit Department, Credit Department, Internal Auditors and Compliance officers		
SPECIALIZATION					
PURPOSE This course is designed for the Audit Department undertaking a review of the Credit Dept. It will focus on risks facing the Credit Dept and examine whether appropriate controls have been instituted.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:					
<ul style="list-style-type: none"> » Review of Risk Identification process » Review of Compliance with regulations and Credit policy » Adequacy of Operational Risk Controls-SOD, Arm's Length lending, Insider trading, Lender Liability and review of Credit Admin Dept » Review of Credit Risk Assessment » Review of Credit Documentation » Review of Loan Pricing » Review of Classification of Loans and application of IFRS9 					
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/22/2020	11/2/2020	3/5/2020 9/22/2020	-	-	-

**SALES
AUDIT****COURSE NO:
1520**

			Officers from Audit Department, Credit Department, Internal Auditors and Compliance officers		
SPECIALIZATION					
PURPOSE This course is designed for the Audit Department undertaking a review of the Relationship and Sales Dept. Sales both internal and outsourced are the life-blood of Banks and can be subject to misrepresentation and abuse. Internal auditors will examine whether appropriate controls have been instituted.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:					
<ul style="list-style-type: none"> » Market Audit-Review of Sales targets » Review of Market Communications » Review of Manpower resources » Review of Sales Procedures/Retail/Wealth Management/Insurance/Treasury » Review of outsourced sales » Review of Customer Selection, Appropriateness test, Misrepresentation and Pressure » Review of Customer Service 					
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/16/2020	-	4/6/2020 9/27/2020	-	-	-

**EFFECTIVE COMPLIANCE MONITORING
SYSTEM - MASTERCLASS****COURSE NO:
1939**

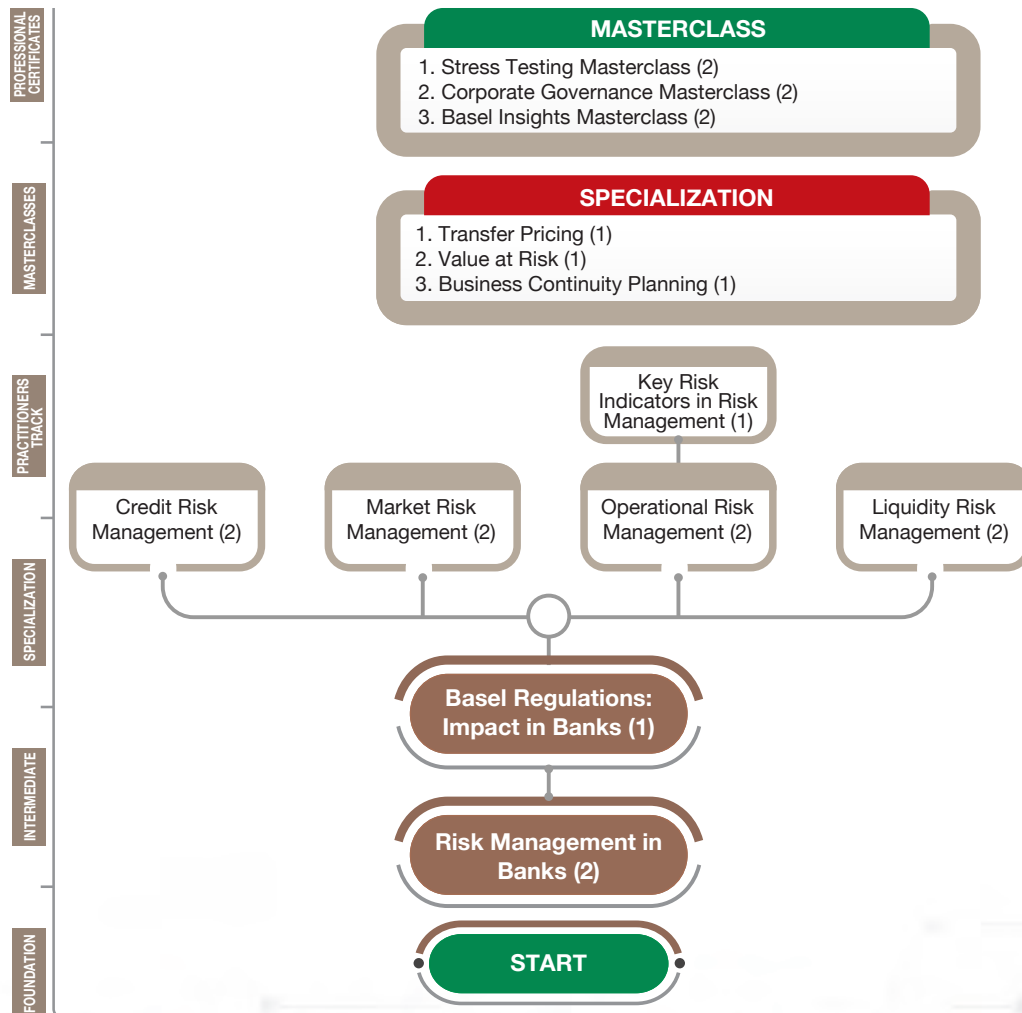
			Senior managers in compliance, risk, audit and other functional heads		
MASTERCLASS					
PURPOSE This course is focused on ensuring effective compliance in all key business functions of the banks. This course aims to identify key compliance requirements in important departments, identify the risk of non-compliance and to take corrective actions.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:					
<ul style="list-style-type: none"> » The role of compliance risk as the foundation of compliance monitoring » Understand the importance of a risk-based compliance monitoring programme » Identify major compliance requirements across various business functions » Suggest effective monitoring mechanism for effective compliance » Challenges that can arise in implementing the Compliance Monitoring System. 					
Prerequisite: CBUAE Regulations- Corporate, Sanctions Monitoring, AML Law & Best practices or relevant experience					
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/6/2020 11/15/2020	7/1/2020	4/14/2020 10/4/2020	-	-	-

08

RISK & GOVERNANCE

RISK & GOVERNANCE

EIBFS offers the complete suite of programs covering all the aspects of Risk Management and Governance in Banks. The learners can have an effective learning journey as envisaged in the learning pathway covering the specialized areas of Credit, Market, Operational and Liquidity Risks. Apart from this, many specialized courses offered in the category would help the learners develop the working knowledge of very specialized areas like Value at risk, Stress testing, Corporate Governance etc.




RISK & GOVERNANCE

RISK MANAGEMENT IN BANKS

COURSE NO:
1911


FOUNDATION


2 DAYS

 Risk management professionals, Compliance, corporate bankers, Branch Managers, Treasury and Internal Audit professionals.

PURPOSE

Financial institutions have been using risk management tools to control their risks. No longer is it seen purely as a control mechanism – but as a critical input into the business. Every transaction should be assessed in terms of the increase in risk to the institution, with the assurance that the pricing of that transaction will generate a suitable return to compensate for the risk. Such a risk culture is reinforced by Basel Accords, due to be implemented in many countries.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Overview of risk management, including Basel Accords
- » CBUAE regulations to protect depositors
- » Identification of financial & non-financial risks
- » Overview of various types of Risk and management: - Credit risk, Operational Risk, Compliance Risk, Market Risk, Liquidity Risk, Interest Risk, Business Risk, Strategic Risk, Reputation Risk


Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
2/24/2020 10/21/2020	9/28/2020	1/29/2020 11/4/2020	-	-	-

BASEL REGULATIONS: IMPACT ON BANKS

COURSE NO:
1940


FOUNDATION


1 DAY

 RMs, Analysts, Credit and Risk professionals, Compliance and Internal audit staff, Treasury staff, and most other functional areas.

PURPOSE

All banks nowadays, are required to comply with the measure that have been set by the Basel committee with regard to capital adequacy ratios needed to cover unexpected risks. A working knowledge of Basel guidelines is a must for all functional areas in banking.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Introduction to Basel capital adequacy norms
- » The need for Bank Capital
- » Basel II – Three pillars
 - a. Capital Adequacy norms
- » Basel III – Overview


Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/20/2020	4/21/2020	2/10/2020	-	-	-

CREDIT RISK MANAGEMENT

COURSE NO:
1914


INTERMEDIATE


2 DAYS

 Credit Risk Analysts, Risk Professionals Internal Audit staff, Relationship Managers, Corporate bankers.

PURPOSE

Credit risk is the most fundamental of risks. It is the potential that a bank borrower or counterparty will fail to meet its obligations in accordance with agreed terms. This program aims at enabling candidates to define credit risk and be able to identify the on and off balance sheet areas of credit risk, to be able to use the different techniques and models to credit risk rating and measurement.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » The nature and causes of Credit Risk
- » Types of Credit Risk
 - a. Concentration Risk
 - b. Settlement Risk
- » Credit risk rating model
- » Credit risk under Basel accords
 - a. Standardized model
 - b. Internal Rating Based model
- » Credit risk mitigation techniques
- » Prudential Norms
- » Risk based pricing and RAROC
- » Portfolio Risk Management

Prerequisites: Basel Regulations: Impact on Banks

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/23/2020 11/18/2020	6/21/2020	4/22/2020 10/27/2020	-	-	-

MARKET RISK MANAGEMENT

COURSE NO:
1913


INTERMEDIATE


2 DAYS

 Treasury, investment, risk professionals and Internal audit department

PURPOSE

Market risk refers to the losses in on and off-balance sheet items arising from movements in market prices. This program aims at exploring the different areas of market risk to enable candidates to verify the nature of each of them and be able to measure them in their activities. To understand the different Methodologies to mitigate those risks. Finally, understand the measures that had been made by the Basel committee to manage market risk in financial institutions.


LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » The nature of Market Risk within the context of risk management
- » Major areas of market risk; interest rate risk, exchange rate risk, commodity price risk, equity price risk.
- » Market risk Measurement
- » Market risk Management Models
- » Market risk Mitigation
- » Market risk under Basel accords (VAR)

Prerequisites: Basel Regulations: Impact on Banks

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/17/2020 10/4/2020	6/21/2020	3/1/2020	-	-	-

**OPERATIONAL RISK
MANAGEMENT****COURSE NO:
1910**
INTERMEDIATE
2 DAYS Operations management staff, IT executives, Operational Risk Managers, Back-Office Managers, Settlement Officers, Internal Auditors, Risk Auditors**PURPOSE**


This course introduces the concept of Operational Risk and discusses events that trigger losses in banks due to operational loss events. It covers the Basel Committee recommendations on the Regulatory treatment of Operational Risk and its management.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Introduction to Operational Risk & Linkages to other risks
- » Identification of Operational Risk events /businesses
- » Measurement of Operational Risk
- » Mitigation of Operational Risk
- » Operational Risk treatment
- » Monitoring of Operational Risk – Key risk indicators, RCSA
- » BIS Principles on operation risk Management
- » COSO Principles of Internal Controls

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/20/2020	4/22/2020	3/22/2020	-	-	-
10/5/2020	11/8/2020	7/8/2020			

**LIQUIDITY RISK
MANAGEMENT****COURSE NO:
1909**
INTERMEDIATE
2 DAYS Professionals from Treasury, Market, Risk, Compliance, Internal Audit and Strategic management.**PURPOSE**

This program will enable participants to understand the types of liquidity risks and identify their causes. They will learn how to use the available techniques to manage liquidity risk.


LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Liquidity and solvency
- » Types of liquidity risk
- » Causes of liquidity risk
- » Measures of liquidity risk
- » Measures of asset/liability liquidity
- » Managing liquidity risk
- » Liquidity contingency Plan
- » Basel III recommendations for liquidity risk management

Prerequisites: Basel Regulations: Impact on Banks

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
8/30/2020	6/1/2020	3/24/2020	-	-	-
		10/7/2020			

**KEY RISK INDICATORS IN
RISK MANAGEMENT****COURSE NO:
1921**
INTERMEDIATE
1 DAY Risk and compliance professionals, corporate bankers and internal audit professionals.**PURPOSE**

Risk indicators are an important tool used to support a range of risk management activities in banks including risk identification, control, assessment etc. Every bank should have a system of an early warning to support its risk management function.


LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Risk indicators and importance.
- » Selecting key risk indicators.
- » Managing risk indicators.
- » Prioritizing risk indicators – Heat maps
- » Controlling, mitigating, reporting and monitoring.
- » Examples of key risk indicators across the bank departments.

Prerequisites: Operational Risk Management

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/16/2020	9/3/2020	3/23/2020	-	-	-

**TRANSFER
PRICING****COURSE NO:
1931**
SPECIALIZATION
1 DAY ALM Officers, Product Managers, Risk Officers, Internal Auditors, Senior Managers from all departments, Liability Managers and Loan Officers.**PURPOSE**

This course will enable participants to understand the need for transfer pricing in banks. They will develop a working knowledge of the same through this course.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Overview of Transfer Pricing
- » Need for transfer pricing
- » Principles of Transfer Pricing
- » Methods of Transfer Pricing
- » Case study

Prerequisite: Basel Regulations- Impact on Banks

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
9/7/2020	-	4/19/2020	-	-	-

VALUE AT RISK**COURSE NO:**
1912**SPECIALIZATION****1 DAY**

Risk Managers, ALM officers, Treasury front office and Mid-office staff, Internal Auditors and Credit Risk Managers, Senior Managers from all departments.

PURPOSE

This course will help the participants to construct and interpret value at risk measures, discuss methods for extending daily value at risk measures to longer horizons and analyze how value at risk is used in relation to risk capital.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » What is VAR?
- » Key elements of VAR
- » Methods of Calculating VAR
- » Advantages of VAR
- » Limitations of VAR
- » VAR and Regulatory developments

Prerequisites: Basel Regulations: Impact on Banks, Market Risk Management

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
9/23/2020	-	6/23/2020	-	-	-

BUSINESS CONTINUITY PLANNING**COURSE NO:**
1933**SPECIALIZATION****1 DAY**

Risk Managers, Senior Managers, Internal Auditors, Operations Managers and others based on relevance.

PURPOSE

This course will familiarize participants with understanding of Business Continuity Planning Process. Business continuity is getting increasingly relevant due to the technology driven banking environment where risks of business disruption is extremely high.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Introduction- BCP and DRP
- » Key benefits of BCP
- » BCP & Risk Management
- » 7Ps of BCP
- » Business Impact Analysis
- » Crisis Management and Communications
- » Developing BCP
- » Implementing BCP
- » Testing and Audit of BCP

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/18/2020	4/2/2020	3/8/2020 9/13/2020	-	-	-

STRESS TESTING - MASTERCLASS**COURSE NO:**
1942**MASTERCLASS****2 DAYS**

Risk, compliance, treasury and credit staff at managerial level.

PURPOSE

This course would provide an overview of objectives and principles of ICAAP framework prescribed under Pillar II of Basel standard with a specific focus on sensitivity and scenario test cases under stress testing framework under regulatory guidelines and best practices.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » ICAAP Framework
- » Stress Testing Framework
- » Credit Risk Stress Testing Components
- » ALM Stress Testing Components
- » Market Risk Stress Testing Components
- » Developing stress testing model

Prerequisites: Credit Risk Management

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
10/12/2020	11/1/2020	6/21/2020	-	-	-

CORPORATE GOVERNANCE - MASTERCLASS**COURSE NO:**
1925**MASTERCLASS****2 DAYS**

Risk Professionals, Company Secretaries, Corporate Bankers, Finance Professionals, Compliance and Heads of Business.

PURPOSE

The issue of corporate governance currently receives very high attention. Valuable lessons have been learned in the past from the series of corporate collapses around the world. This training attempts to draw the attention of participants to the UAE Code and the Corporate Governance best practices around the world.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » What is Corporate Governance?
- » Importance of Corporate Governance
- » International Corporate Governance Standards & UAE Regulations
- » The Role of Board
- » Disclosure, Transparency and Independency
- » The Role of other Stakeholders in Corporate Governance
- » Global Trends in Corporate Governance-Future of Corporate Governance

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/24/2020 11/4/2020	-	4/5/2020 9/14/2020	-	-	-

**BASEL INSIGHTS -
MASTERCLASS****COURSE NO:
1941****MASTERCLASS****2 DAYS**

Credit and Risk Professionals, Basel officers, compliance and Internal Audit Professionals, Corporate bankers.

PURPOSE

The role of Basel guidelines is getting increasingly important in the banking domain. This program aims at introducing the different techniques to calculate CAR for credit risk, market risk, operational risk and liquidity risk as they constitute the measure that should be satisfied by banks.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Overview of Basel II
- » Internal Rating based models
- » Capital requirements for market risk
- » Measuring operational risk using standardized approach
- » Pillar Two - ICAAP and Supervisory Review Process
- » Pillar Three - Market Discipline
- » Basel III – Modifications
- » Introduction to IFRS 9 – Financial Instruments
- » Other key standards

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/29/2020	9/16/2020	4/7/2020	-	-	-



09

ISLAMIC BANKING

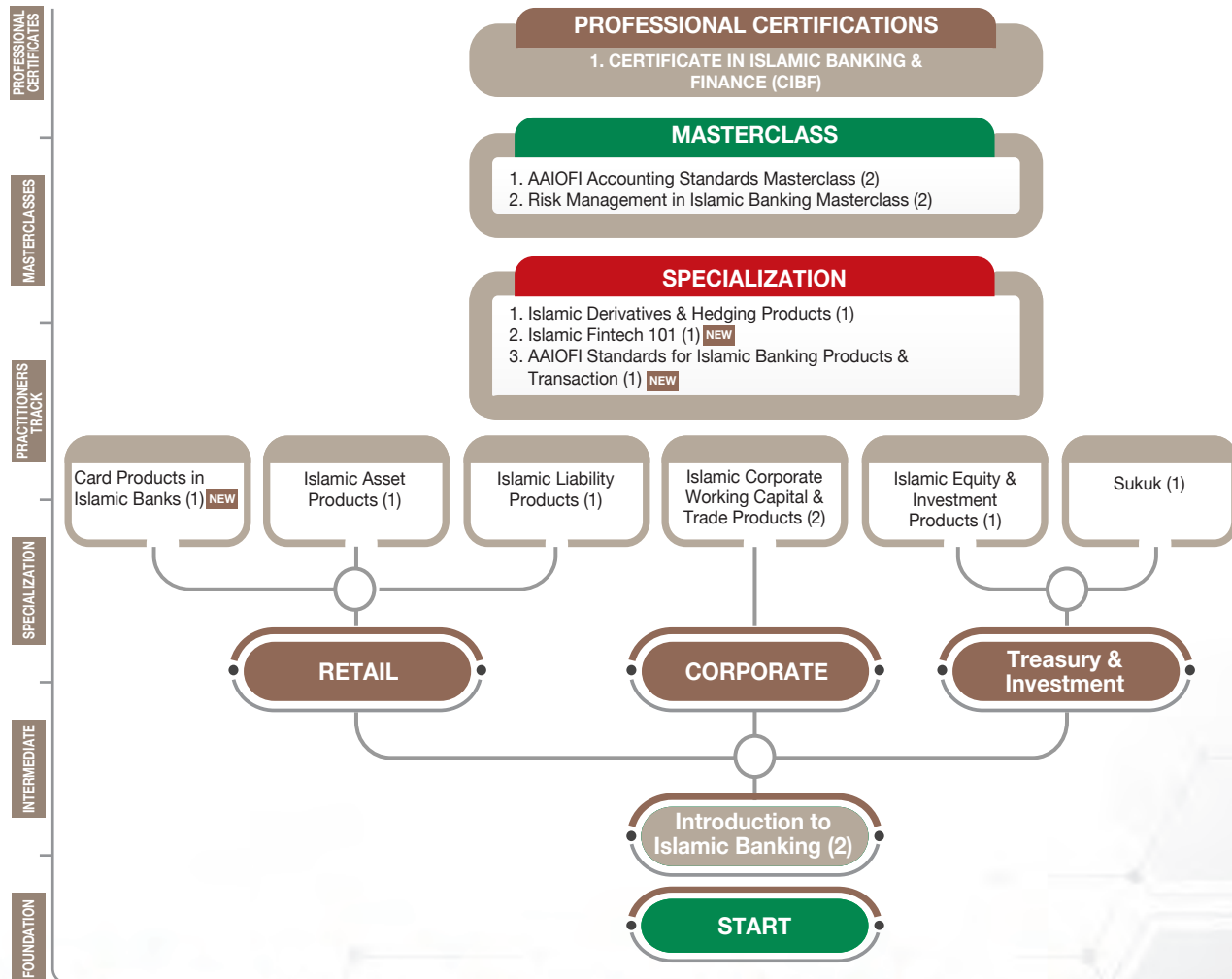
ISLAMIC BANKING

HOW TO APPROACH THIS CATEGORY?

The well-designed Learning pathway in Islamic Banking would help the learners develop competencies in various areas of this domain.

The learners can start their learning journey in this domain with the Introduction to Islamic Banking program followed by specialized Islamic banking programs in various areas like Retail, Corporate, and Investment.

The category has been greatly enhanced this year with programs like AAIOFI standards program, Islamic Fintech, Islamic Credit cards etc. EIBFS has signed an MOU with AAIOFI and would be introducing new certification programs in 2020 in the context of the AAIOFI standards implementation in UAE.




ISLAMIC BANKING

INTRODUCTION TO ISLAMIC BANKING

COURSE NO:
1702


FOUNDATION

2 DAYS
 New entrants as well as existing bank employees interested to equip themselves with the fundamental knowledge of Islamic banking and finance

PURPOSE

The introductory course aims to familiarize the participants with the guiding principles of Islamic banking and finance and legal and Shari'ah framework within which the industry works. The participants shall analyze the evolution and performance of Islamic banking and finance industry in local and global context.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:


- » Key guiding principles of Islamic banking and finance
- » Islamic Finance: Industry analysis; evolution, performance; new trends
- » Islamic banking VS conventional banking: Main differences
- » Prohibited elements in Islamic banking and finance - Riba (interest), Gharar (uncertainty) Maysir (gambling) etc.
- » Regulatory and Shari'ah framework for Islamic banking and finance institutions
- » Islamic financing techniques as used in Islamic banks: murabahah, mudarabah; musharakah; ijarah, forward ijarah, salam, tawarruq, istisna'a'a, wakalah, kafalah etc.

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/4/2020 8/30/2020	3/31/2020	2/10/2020 6/9/2020 10/5/2020	-	10/11/2020	-

CARD PRODUCTS IN ISLAMIC BANKS

COURSE NO:
1722


INTERMEDIATE

1 DAY
 Banks employees who need to be introduced to credit card operations, Islamic banking staff who are involved in card operations, sales, call center officers

PURPOSE

The course aims to provide the participants an overview of structure, features and benefits of card products offered by Islamic banks. The participants shall learn the shari'ah viewpoints on card products and identify the techniques used in structuring different types of cards in Islamic banks.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:


- » Card products in banks; Shari'ah viewpoint on credit products. (AAOIFI guidelines)
- » Types of card products in Islamic Bank- Debit Card, Charge Card; Prepaid Card; Credit Card, Covered Card
- » Underlying shari'ah contracts for different types of cards in Islamic Banks
- » Credit Card in conventional banks and Islamic banks- Key differences
- » Fee-based credit card: Structure, mechanism of fee calculation
- » Profit-based covered card: Structure; profit calculation mechanism
- » Key issues; Late payment charges, rewards, unethical transactions

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/3/2020	6/18/2020	3/3/2020 10/4/2020	-	-	-

ISLAMIC ASSET PRODUCTS

COURSE NO:
1713


INTERMEDIATE

1 DAY
 Bank officials working in asset side products and other domains in retail banking.

PURPOSE

The course focuses on the Islamic financing products especially in the retail banking area. The participants will get a working knowledge about the various financing products and the contract structures used in the same.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:


- » Islamic banking concept and suitable Shari'ah contracts to meet customer's financing needs.
- » Types and structure of financing products in Islamic banks: vehicle finance; consumer finance, personal finance products
- » Home Finance Products for ready and under-construction property - standard ijarah, & forward Ijarah structures
- » Mechanism and types of card Products in Islamic Banks
- » Documentation, guarantees, risks and compliance issues

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/2/2020	-	2/23/2020 7/9/2020	-	-	-

ISLAMIC LIABILITY PRODUCTS

COURSE NO:
1714


INTERMEDIATE

1 DAY
 Bank officials working in liability side products and other domains in retail banking.

PURPOSE

This is a focused course in the domain of Islamic liability products. It explains the different types of deposits in Islamic banks focusing on the financing techniques used in deposits structure and fund management.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Islamic banking concept and appropriate deposit product to suit customer's needs.
- » The key difference in Islamic banks' deposits viz a viz conventional bank
- » Shari'ah contracts used for liability products in Islamic banks
- » Types of deposits and their structures in Islamic banks: Current account; Saving deposit; Investment deposits: based on Mudarabah; Wakalah & , Murabahah
- » Process and mechanism of deposit management in Islamic banks


Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
2/24/2020	9/1/2020	3/30/2020 10/13/2020	-	-	-

ISLAMIC CORPORATE WORKING
CAPITAL AND TRADE PRODUCTSCOURSE NO:
1715


INTERMEDIATE



2 DAYS


Bankers in corporate banking, trade finance, SME, credit, risk departments in banks, relationship managers, analysts and others based on relevance.
PURPOSE

The course aims to provide the participants with sound understanding of Islamic trade, working capital and corporate financing solutions. The participants shall identify the key products, principles, practical aspects, advantages, challenges and current development of Islamic trade and corporate finance.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Key Shari'ah contracts used for Islamic structured trade finance products
- » Import and export financing products in Islamic banks; local and International trade solutions; Guarantees; Structured Solutions
- » Documentary Credits in Islamic banks: Islamic Letter of Credit (LCs) VS Conventional LCs
- » Working capital financing products: short term-long term solutions
- » Syndicated Financing
- » Structured Products for project Financing
- » Documentation, Default treatment and fraud prevention measures

Prerequisites: Introduction to Islamic Banking


Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/5/2020	7/6/2020	2/26/2020	-	-	-

ISLAMIC EQUITY &
INVESTMENT PRODUCTSCOURSE NO:
1716


INTERMEDIATE



1 DAY


Officials in the area of investments, broking, corporate banking, risk, wealth management, private banking and others based on relevance.
PURPOSE

The course aims to familiarize the participants with the dynamics of Islamic capital markets and shari'ah framework of Islamic securities. The course highlights shari'ah parameters for equity-screening, Islamic equity-market indexes, Islamic investment funds and Islamic Takaful investment products.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Islamic Investment guidelines and characteristics of Islamic Equity Market
- » Shari'ah guidelines for equity screening for investment and trading
- » Structure and types of Islamic investment funds; Equity funds, Real Estate Investment Trusts (I-REITs); Exchange Traded Fund (ETF)
- » Takaful investment program
- » Islamic Investment products: Features, challenges, new trends

Prerequisites: Introduction to Islamic Banking

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/1/2020	9/7/2020	4/7/2020	-	-	-


SUKUK

COURSE NO:
1717


INTERMEDIATE



1 DAY


Officials in the area of investments, treasury, broking, corporate banking, risk, wealth management, private banking and others based on relevance.
PURPOSE

The course helps participants learn the key concept of sukuk, their evolution, features and role in current Islamic finance industry. The course focuses on highlighting different sukuk structures and their uses in Islamic finance in contrasts with the conventional bonds. The participants shall comprehend different issues related to sukuk and identify the criteria and principles in structuring Sukuk.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Features, types, evolution, current market trends of sukuk in Islamic finance industry
- » Key differences between conventional bond and Islamic sukuk
- » Sukuk structuring and issuance processes, AAOIFI Standards
- » Key sukuk types, structures, innovation - case studies
- » Current trend, issues and challenges related to sukuk: legal, credit, shari'ah, trading issues

Prerequisites: Introduction to Islamic Banking


Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/8/2020	7/8/2020	3/2/2020 9/8/2020	-	-	-

ISLAMIC DERIVATIVES &
HEDGING PRODUCTSCOURSE NO:
1718


SPECIALIZATION



1 DAY


Officials in the area of investments, treasury, corporate banking, risk, wealth management, and others based on relevance.
PURPOSE

The course focuses on Islamic principles of hedging and gives an overview of hedging and derivative instruments used in Islamic finance. The learners shall appreciate risk-hedging mechanism, principles and structures used in Islamic finance today.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Islamic concept of hedging financial risks; Shari'ah appreciation of conventional hedging and derivative products.
- » Techniques used to manage risk in Islamic finance in line with the core principles of Islamic finance
- » Different types of Islamic hedging and derivative instruments such as Islamic Forex Forward, Islamic Forex Swap, Islamic Cross Currency Swap, Islamic Profit Rate Swap, Islamic Options etc.
- » Challenges faced in structuring Islamic hedging and derivative products

Prerequisite: Introduction to Islamic Banking

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/10/2020	-	4/9/2020	-	-	-

ISLAMIC FINTECH 101

COURSE NO:
1826

SPECIALIZATION



1 DAY



Bankers who want to explore and understand the global potential of Fintech for Islamic financial industry and want to explore innovations and to gain benefits from this promising field.

PURPOSE

Islamic Fintech is seen as driver, which can enable Islamic finance to attract more customers, increase efficiency, reduce costs, enhance innovation and help the industry achieve more regulatory and Shari'ah compliance. This course aims to highlight the relevance of rapidly emerging and growing Islamic Fintech industry and provide sound functional understanding of Islamic Fintech to offer Shari'ah-compliant business and financial solutions.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Islamic Banking and Finance concepts and use of FinTech in Islamic transactions
- » Kind of innovation which is undertaking the Islamic banking and financial landscape
- » Islamic Banking Product Innovation- Use of Technology ; Fintech, Regtech, Shari'ah compliance
- » Fintech Application in Islamic Finance: (use cases), and how they are transforming the market

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/15/2020 11/17/2020	-	4/21/2020 9/30/2020	-	-	-

AAOIFI STANDARDS FOR ISLAMIC BANKING PRODUCTS & TRANSACTIONS

COURSE NO:
1721

SPECIALIZATION



1 DAY



Bankers involved in product development, products policy and procedures writing, of new banking products and services, relationship officers and sales executives, involved in marketing of new products.

PURPOSE

This a specialized course on AAOIFI Shari'ah, Accounting, Governance and Ethics Standards with special focus on Shari'ah Standards. The course has been tailored for professionals in Islamic banking and finance industry who need to gain a closer understanding of AAOIFI Shari'ah Standards for Islamic banking products and transactions. The program aims to familiarize the participants with the AAOIFI Standards for product designing and the process and requisites for Islamic product structuring with full understanding of AAOIFI guidelines as required by the UAE Central Bank regulation.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » The general framework of AAOIFI Standards on Shari'ah, Accounting, Governance and Ethics.
- » Significance of the UAE Central Bank regulation to apply AAOIFI Standards for product structuring, process and offering in Islamic Financial Institutions.
- » Overview of the AAOIFI Shari'ah Standards for most used transactions
- » The process of structuring and developing Islamic banking products as per AAOIFI guidelines
- » Requisites for financial engineering of the new Islamic banking products: Regulatory and Shari'ah compliance, marketing strategy, product launch, monitoring and review,

Prerequisites: Introduction to Islamic Banking

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/14/2020	10/18/2020	4/13/2020 9/9/2020	-	-	-

AAOIFI ACCOUNTING STANDARDS - MASTERCLASS

COURSE NO:
1719

MASTERCLASS



2 DAYS



Bank employees involved in the Credit, Accounting, Financial control and Auditing functions of Islamic banks, Audit firms' professionals and regulators who supervise and inspect Islamic banks

PURPOSE

The program aims to familiarize the participants with Islamic accounting principles and broad framework of accounting and financial reporting issues in Islamic financial institutions (IFIs). The participants shall identify the accounting objectives, reporting and disclosure requirements as well as Accounting Standards for IFIs developed by the Accounting & Auditing Organization for Islamic Financial Institutions (AAOIFI).

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Financial reporting and accounting objectives and framework for Islamic financial institutions.
- » Need for financial reporting and accounting standards to cater for the unique features of an Islamic financial institution (IFI); Limitations of International Financial Reporting Standards
- » Role of AAOIFI and the objectives and concepts of financial reporting for Islamic banks
- » AAOIFI Accounting Standards for Murabaha, ijarah, istisna'a, mudarabah, musharakah, and Investment Accounts
- » Objectives reports and disclosure requirements in accounting for Islamic financial institutions
- » Appraisal of accounting and reporting practices of local and international Islamic banks

Prerequisites: Introduction to Islamic Banking

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/16/2020	9/23/2020	4/19/2020	-	-	-

RISK MANAGEMENT IN ISLAMIC BANKING-MASTERCLASS

COURSE NO:
1720

MASTERCLASS



2 DAYS



Treasury, credit, operational risks, compliance officers and senior bankers in various functional areas who need to acquire good knowledge in risk management in Islamic banks.

PURPOSE

The course aims to provide comprehensive understanding of the Islamic perspectives on risks and its management. It familiarizes the participants with the types of risks involved in Islamic modes of financing and suggests ways to mitigate these risks. The participants shall develop a sound understanding of the risks facing Islamic banks and analyze the techniques and tools used for risk management by Islamic financial institutions.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Overview of the financial risks; Islamic perspective on risk management
- » Risks exposure in Islamic banks: Credit risks, operational risks, market risks, investment return risks, liquidity risks, shari'ah-intrinsic risks etc.
- » Credit and operational risk management in Islamic Banks
- » Types of risks involved in Islamic modes of financing and ways to mitigate the risks
- » Islamic Financial Services Board (IFSB) guidelines on risk management for Islamic financial institutions

Prerequisites: Introduction to Islamic Banking

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/21/2020	10/20/2020	5/31/2020	-	-	-



10

**BANKING
OPERATIONS**

BANKING

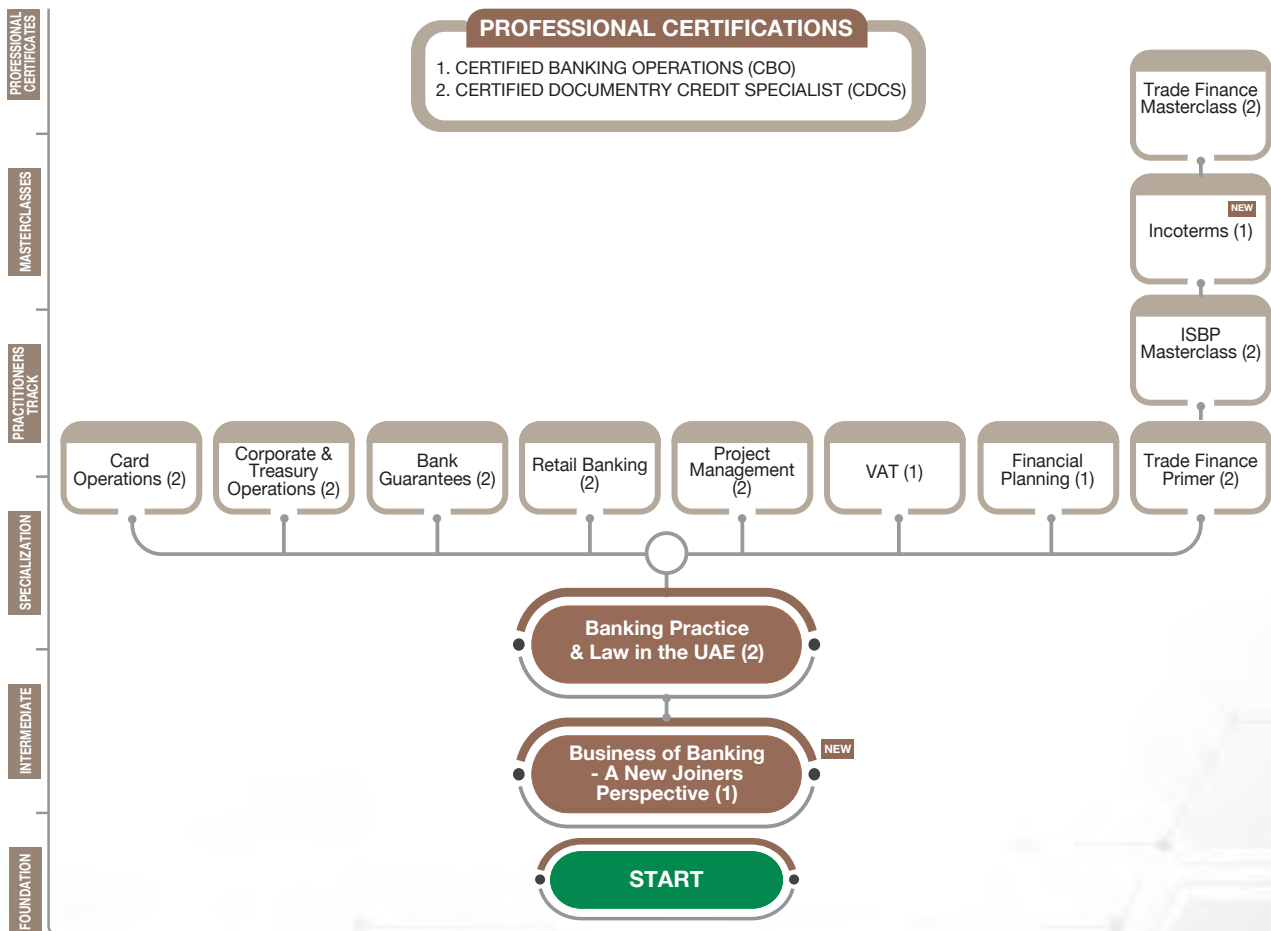
BANKING OPERATIONS

HOW TO APPROACH THIS CATEGORY?

This category focuses on banking operations and general banking programs. The category also focuses on areas like Banking Law and Practice and other aspects of Banking and Finance. The category starts with a new foundation program aimed at creating awareness of the business model of banking. This is followed by various specialized programs in various operation areas.

EIBFS offers a certified learning pathway called 'Certified Trade Finance Professional' covering all the aspects of Trade Finance. Kindly refer the EIBFS Certified learning pathway for the details about the program.

EIBFS also offers an international professional certification in banking operations called 'Certified Banking Operations' in collaboration with Hongkong Institute of Bankers.



BANKING OPERATIONS

BUSINESS BANKING: A NEW JOINERS PERSPECTIVE

COURSE NO:
1123

FOUNDATION

1 DAY


A program for new joiner with 6 months or less experience

PURPOSE

The purpose of this program is to inform new joiners outline of what banks can do and cannot do and how bankers are trusted intermediaries.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » What is a Bank? Definition of Banking
- » Important Banking Regulations/Supervision of Banks
- » Classic Banking activities/What Banks Cannot do
- » Risks in Banking
- » Fiduciary role of Bankers

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/17/2020 10/20/2020	4/7/2020	2/17/2020 9/20/2020	-	-	-

BANKING PRACTICE AND LAW IN THE UAE

COURSE NO:
1102

FOUNDATION

2 DAYS


Bank officials working in retail, corporate, trade finance & general banking operation. Compliance & Internal Audit managers and anyone new to UAE Banking industry

PURPOSE

This course will help the participants to learn the Banking Practices followed in UAE and become updated about regulatory changes.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Structure of UAE banking industry
- » Regulatory Framework and Role of Central Bank
- » Laws relating to Banking regulations in UAE
- » Regulation of Credit and Contracts Law
- » Negotiable Instruments laws
- » Discussion of some of the land mark legal cases in UAE
- » International Practices and Code of Banking Practice
- » Dispute Resolution
- » Cyber Law

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
2/9/2020 6/2/2020 9/29/2020	3/1/2020 6/9/2020	1/20/2020 4/8/2020 9/1/2020	-	9/21/2020	10/25/2020

RETAIL BANKING

COURSE NO:
1109

INTERMEDIATE

2 DAYS


Officials in all areas of retail banking

PURPOSE

This course will help the learners understand various products and services under the retail banking segment. This will help to improve the operational efficiency in handling the product and services by the retail banking staff.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Fundamentals of personal and retail banking segments
- » Customer need Analysis
- » Retail product and services
- » Consumer lending and small business banking
- » Credit Card – billing cycle
- » Mortgage lending
- » Channel marketing and social media
- » Market practices and best practices and customer focus
- » New trend in retail banking
- » Cross selling

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/10/2020 9/9/2020	4/7/2020 10/19/2020	2/2/2020 6/21/2020 10/27/2020	-	-	-

FINANCIAL PLANNING

COURSE NO:
1107

INTERMEDIATE

1 DAY


Open to all based on requirement

PURPOSE

This program aims to give insights about various aspects of personal finance to the learners. The course would discuss how one can effectively plan their finances, achieve financial goals and handle debt carefully.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Understand the importance of financial planning
- » Learn to quantify their various financial goals like retirement etc.
- » Prepare a basic personal financial plan
- » Discuss how to handle debt carefully to avoid debt traps

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/24/2020	3/3/2020	2/17/2020 9/24/2020	-	-	-

CARD OPERATIONS**COURSE NO:**
1120
INTERMEDIATE
2 DAYS Officials from Card Operations, Retail Banking and Operational Risk and Internal Audit**PURPOSE**


This course covers all operational areas of Card Operations. The Course examines the critical success factors including security aspects of the card payment industry.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Card Issuer Operations-Third Party Providers
- » Acquirer Operations
- » Card Schemes
- » Scheme Interfaces
- » Acceptance, Chargebacks and Disputes
- » Frauds and Risk Management
- » Certifications-EMV & PCI-DSS
- » Product Enhancements
- » Loyalty and Rewards

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/1/2020	6/15/2020	2/18/2020	-	-	-

CORPORATE AND TREASURY OPERATIONS**COURSE NO:**
1115
INTERMEDIATE
2 DAYS Senior personnel of Operations departments, Corporate banking, treasury and Risk and Internal Audit departments**PURPOSE**


This course will train participants on key areas of banking operations especially in Treasury, Lending and Trade Finance. They will also be able to understand the need for internal controls.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Banking Regulations
- » General Banking Operations-A brief Introduction
- » Trade Finance Operations
- » Capital Market & Treasury Operations
- » Internal Controls over Operations/Control of frauds
- » Ethics and Best Practices

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/10/2020 10/21/2020	6/14/2020	4/1/2020 9/30/2020	-	-	-

BANK GUARANTEES**COURSE NO:**
1101
INTERMEDIATE
2 DAYS Personnel of trade Finance and all credit departments. Also relevant for internal auditors, risk personnel and branch managers.**PURPOSE**

This is a practical course to understand bank guarantees and standby letters of credit. The course will cover the key dimensions of bank guarantees and the legal frameworks.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Bank guarantees overview (accessory/ non-accessory, direct/ indirect)
- » Main types of Guarantees
- » The law related to bank guarantees – UAE CTL
- » Main issues from practical point of view: Wording, Claims, Extend or Pay claims
- » Examination of presentations
- » Types of agreements under bank guarantee transaction
- » Clauses and format of bank guarantee
- » The main features of the revision URDG 758
- » Advising of guarantees, Amendments
- » Liability of the Guarantor
- » Uniform rules for demand guarantee (URDG 458)
- » Standby Letters of Credit under ISP98

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/30/2020 10/11/2020	9/6/2020	2/18/2020 9/2/2020	-	-	-

VALUE ADDED TAX**COURSE NO:**
1121
INTERMEDIATE
1 DAY Bankers across functional domains looking for awareness about VA**PURPOSE**

This 1-day CPD program introduces the key highlights of UAE Value Added Tax. The participants can understand the salient features of the law and clarify their doubts through this program.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Understand how VAT works
- » Analyze key highlights of UAE VAT regulations
- » Understand the impact on banking and financial sectors

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/16/2020	7/9/2020	3/19/2020 9/6/2020	-	-	-

PROJECT MANAGEMENT**COURSE NO:**
1617

INTERMEDIATE



2 DAYS



Managers, Business Analysts, Project teams

PURPOSE

As the business world grows more competitive, organizations find it necessary to take on an increasing number of projects. Unfortunately, these same organizations often don't have skilled project managers to handle the work. In this program, participants will learn and practice the critical tools and techniques that have been proven necessary for project management success.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Discussing key definitions, concepts, terminology, and roles
- » Identifying the project work by creating the work breakdown structure (WBS)
- » Project work estimation – time and cost
- » Work assignments and determining resources required for project completion
- » Assigning ownership to tasks
- » Budget creation
- » PMI guidelines

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/13/2020	9/28/2020	4/19/2020 11/15/2020	-	-	-

TRADE FINANCE PRIMER**COURSE NO:**
1111

INTERMEDIATE



2 DAYS



Corporate bankers, credit analysts, RMs and other banking professionals who have not attended a formal course in Trade Finance

PURPOSE

This program introduces the learners to the fundamental principles of Trade finance. A strong emphasis is placed on understanding the key elements of customer trade cycle analysis.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Overview of Trade Finance
- » Commercial Contracts and the Use of Inco terms
- » Commercial Documents
- » Methodology's of Payment (open trade, advance payment, collection, LC's , BOP)
- » Understanding Payment Risk – The Risk Ladder
- » Documentary Credits
- » Understanding Documentary Credit Process
- » Responsibilities of Correspondent Banks in Trade

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/17/2020 9/13/2020 11/18/2020	8/30/2020 10/14/2020 10/25/2020	2/12/2020 8/31/2020	-	6/28/2020	11/11/2020

TRADE FINANCE DOCUMENTS EXAMINATION (ISBP) MASTERCLASS**COURSE NO:**
1113

MASTERCLASS



2 DAYS



Trade finance, Documentary Credit, Audit senior staff who should be familiar with UCP 600

PURPOSE

This course will help the learners understand how the practices articulated in UCP 600 are applied by documentary practitioners. It will help to determine compliance of documents with the terms of letters of credit and the impact of modification or exclusions of provisions of UCP 600 on International Standard Banking Practice.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Preliminary Considerations
- » The application and issuance of the credit
- » General Principles
- » Invoices
- » Ocean / Marine Bills of Lading (Covering Port-to Port Shipments)
- » Charter Party Bill of Lading
- » Multimodal Transport Documents
- » Air Transport Documents
- » Road, Rail or Inland Waterway Transport Documents
- » Insurance Documents
- » Certificate of Origin

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/28/2020 11/10/2020	10/13/2020	3/8/2020 11/1/2020	-	-	-

INCOTERMS**COURSE NO:**
1122

SPECIALIZATION



1 DAY



Relationship Managers and Trade Finance Specialist

PURPOSE

Incoterms deal with responsibilities of buyers and sellers for the delivery of goods under sales contracts for international trade. These are standard ways of assigning costs and responsibilities between buyers and sellers around the globe. Knowledge of Incoterms is essential for maintaining supply chains and procurement processes.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Overview of Incoterms
- » Description of Incoterms
- » Linking transactions to Incoterms
- » How to choose the right incoterms

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/5/2020 10/18/2020	9/15/2020 10/18/2020	3/1/2020 9/20/2020	-	-	-

**TRADE FINANCE-
MASTERCLASS****COURSE NO:
1112****MASTERCLASS****2 DAYS**

All officers who have attended Trade finance Basic course or Officers with at least 3 years of experience in Trade or Credit departments in Banks.

PURPOSE

This advanced course will provide delegates who are already familiar with or are working in a trade finance environment, an insight into the more complex trade finance techniques that are becoming more common.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Trade Finance versus 'balance sheet lending'
- » Different types – Bid, Performance, Advance payment and Retention bonds
- » Understanding, identifying and managing risk (Importer, Exporter's risk & ML risk)
- » Rules governing guarantees and bonds (Legal jurisdiction and expiry date issues)
- » Risk mitigation, management and transfer
- » The mechanics and use of: Back to Back L/C structures, Transferable L/Cs, Revolving L/Cs
- » Standby L/C's (SBLCs)
- » Receivables Financing
- » The effective use of red and green clause letters of credit
- » Mechanics of Factoring and Invoice Discounting
- » Standards of checking Documents
- » Forfeiting – an important adjunct to the TF mechanism
- » Structuring Finance for the Trader
- » Role of Credit Insurance and Nightmare scenarios
- » International Demand and Contract Guarantees / Bonds Scope and Application
- » Bank Payment Obligation

Prerequisite: Trade Finance Primer

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/17/2020	9/23/2020	3/4/2020	-	-	-
10/21/2020		6/16/2020			
		10/14/2020			
		11/15/2020			



11

HUMAN CAPITAL, PERSONAL DEVELOPMENT, & LEADERSHIP

HUMAN CAPITAL, PERSONAL DEVELOPMENT & LEADERSHIP

HUMAN CAPITAL

This category focuses on contemporary programs in various domain areas of human resources management. The category features contemporary topics focused on developing and retaining talent.

PERSONAL DEVELOPMENT

The offerings in this category covers key skills for a successful corporate professional in a highly disruptive

world. These skills would help them to be effective in their career.

MANAGEMENT & LEADERSHIP SKILLS

The courses in this category are aimed at developing promising Managers and Leaders who can lead the business in a highly disruptive business environment.

PROFESSIONAL CERTIFICATIONS

CIPD

1. Level 3 Diploma in Human Resource Practice (DHRP)
2. Level 5 Diploma in Human Resource Management (DHRM)

PERSONAL DEVELOPMENT

1. Managing Stress at Workplace (1)
2. Giving Effective Feedback (1)
3. Personal Branding (1)
4. Tolerance to Change & Uncertainty(1)
5. Work Life Balance (1)
6. Diversity Awareness at Workplace (1)
7. Managing Multiple Tasks, Priorities & Deadlines (1)
8. Getting Most Out of Your 24 Hours (1)
9. Introduction to Neuro Linguistic Program (1)
10. Basic Arabic Communication for Non Native Speakers (1)
11. Mindfulness 101 (1) **NEW**
12. Art of Networking (1) **NEW**
13. Presentation Skills (2)

HUMAN CAPITAL

1. Learning Needs Analysis (2)
2. Performance Management & Appraisals (2)
3. Competency Based Framework (2)
4. Strategic Talent Management (2)
5. Talent Acquisition & Succession Planning (2)

MANAGEMENT SKILLS

1. Aspiring Managers (2)
2. First Time Managers (2)
3. Coaching Skills for Managers (2)
4. Performance Management & Appraisals (2)
5. Project Management (2)

LEADERSHIP

1. Building & Leading High Performance Team Game (1)
2. Leading with Emotional Intelligence (2)
3. Entrepreneurial Thinking (1)
4. Design Thinking (1)



MANAGEMENT SKILLS

ASPIRING MANAGER PROGRAM

COURSE NO:
1638

FOUNDATION

2 DAYS


For people who are likely to move to Manager roles

PURPOSE

Many people aspire to become managers at their workplace. However not everyone has the skillsets and gets the opportunity to be a Manager. But it's important that anyone who possess the functional skills and aspires to be in that role, prepares himself to take over the role in the future. The course aims to help the learners to understand the skills, competencies, responsibilities of on becoming a manager.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Get the feel of managing teams
- » Develop a grounding in basics of management
- » Understand Key skills required for a manager
- » Transition to Managing roles

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/5/2020 10/11/2020	6/14/2020	3/18/2020 9/21/2020	-	-	-

FIRST TIME MANAGER PROGRAM

COURSE NO:
1637

INTERMEDIATE

2 DAYS


For First time managers

PURPOSE

Not many people get the chance to manage teams. People who get the opportunity need to learn how to prepare themselves to be an effective manager. It needs many skills, changes in your thought process and styles to prepare yourself to be a successful manager.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » The career pathway: Member- Manager- Leader
- » Common pitfalls of a first-time manager
- » Facilitate meetings and discussions
- » Communicate effectively to the team
- » Effective delegation
- » Motivate the team
- » Appraising performance
- » Taking control as a manager
- » Make an impact

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/22/2020 10/28/2020	7/6/2020	2/17/2020 10/11/2020	-	-	-

COACHING SKILLS FOR MANAGERS

COURSE NO:
1641

INTERMEDIATE

2 DAYS


Managers, Team leaders

PURPOSE

Coaching and mentoring skills are essential in motivating staff, raising their engagement levels and eliminating the fear that prevents them from taking actions. This course will also assist the staff in improving their performance by taking more ownership, meeting their stated goals and developing personal development skills that will encourage them to take action beyond their comfort zone.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Coaching models
- » Structure coaching sessions that flow
- » Hold attention on what is most important to your client
- » Listen for transformation, helping people break through old patterns and habits
- » Support inspirational action plans and accountability structures

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/8/2020 10/18/2020	11/10/2020	3/22/2020 9/23/2020	-	7/1/2020	10/28/2020

PERFORMANCE MANAGEMENT & APPRAISAL

COURSE NO:
1613

INTERMEDIATE

2 DAYS


HR professionals, Managers, Team Leaders

PURPOSE

Performance Management is key in aligning organization goals with individuals' objectives. This program will cover how to motivate staff through cost effective strategies and sharpen the skills of supervisors in assessing the performance of staff. This program could be highly effective for learners in a team management role.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Roles and responsibilities of individuals and managers in performance management process
- » Goal setting and taking ownership of performance Overview
- » Importance on ongoing feedback
- » Reward performance appropriately
- » Defining standards of performance and setting benchmarks
- » Designing and installing effective performance measurement systems
- » Conducting performance appraisal discussions

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
9/27/2020 11/17/2020	11/1/2020	3/30/2020	-	-	-

**PROJECT
MANAGEMENT****COURSE NO:
1617**
INTERMEDIATE
2 DAYS Managers, Business Analysts, Project teams**PURPOSE**

As the business world grows more competitive, organizations find it necessary to take on an increasing number of projects. Unfortunately, these same organizations often don't have skilled project managers to handle the work. In this program, participants will learn and practice the critical tools and techniques that have been proven necessary for project management success.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Discussing key definitions, concepts, terminology, and roles
- » Identifying the project work by creating the work breakdown structure (WBS)
- » Project work estimation – time and cost
- » Work assignments and determining resources required for project completion
- » Assigning ownership to tasks
- » Budget creation
- » PMI guidelines

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/13/2020	9/28/2020	4/19/2020 11/15/2020	-	-	-

HUMAN CAPITAL**LEARNING NEED
ANALYSIS****COURSE NO:
1616**
INTERMEDIATE
2 DAYS HR and L&D professionals**PURPOSE**

This program is for professionals who want to gain an understanding of conducting a needs assessment for training, organizational development, and other organizational projects involving people and processes.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Types of need analysis
- » Assess knowledge, skills and competencies
- » Plan, design LNA
- » Learning need analysis process
- » Understanding the cost benefit implications

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
-	11/15/2020	3/25/2020	-	-	-

**COMPETENCY
BASED FRAMEWORK****COURSE NO:
1625**
SPECIALIZATION
2 DAYS HR Professionals**PURPOSE**

Competency based frameworks are used by organizations to achieve organizational and individual development. Understanding and mapping the competencies of various roles helps in effective talent acquisition, rewards, learning and development etc.




LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:




- » Understand competency-based framework
- » Discuss the significance of competency framework
- » Identify various competencies for various roles
- » Steps in competency-based framework development
- » Implementing the framework

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/8/2020 11/3/2020	-	6/10/2020 11/22/2020	-	-	-




**STRATEGIC
TALENT MANAGEMENT****COURSE NO:
1621**

<div>  SPECIALIZATION </div> <div>  2 DAYS </div> <div>  HR Professionals, Functional Heads </div>					
<p>PURPOSE Companies must develop talent strategies that are both nimble and effective at engaging and retaining key human capital. To achieve these goals, companies need an integrated, systematic approach to attracting, developing, engaging, and retaining critical talent.</p> <p>LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:</p> <ul style="list-style-type: none"> » How to assess an organization's approach to managing talent and its alignment with overall business strategy? » Devise strategies for developing, engaging, and retaining key talent » Techniques for fostering a culture that supports talent management efforts and delivers on an organization's employment brand » How to measure the effectiveness of individual talent programs? » Boundary less Talent Management (BTM) Model 					
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/13/2020	11/24/2020	6/14/2020	-	-	-




**TALENT ACQUISITION &
SUCCESSION PLANNING****COURSE NO:
1624**

<div>  SPECIALIZATION </div> <div>  2 DAYS </div> <div>  HR Professionals in Recruitment, Talent management </div>					
<p>PURPOSE An organization's success is driven by the quality of the talent working with it. It is very vital to acquire the right talent, retain them and plan for succession. This course is targeted at HR professionals working in areas like talent planning, recruitment etc.</p> <p>LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:</p> <ul style="list-style-type: none"> » Identify the importance of talent acquisition and linking it to organizational objectives » Develop a talent acquisition strategy » Discuss the importance of strong brands in attracting talent » Succession planning strategies 					
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/15/2020	9/29/2020	4/1/2020	-	-	-

LEADERSHIP**BUILDING & LEADING
HIGH-PERFORMANCE TEAM – GAME****COURSE NO:
1635**

<div>  INTERMEDIATE </div> <div>  1 DAY </div> <div>  Branch Managers, Operations managers, Department/Team Heads, Program Managers and anyone who is aspiring to move into a leadership or management role. </div>					
<p>PURPOSE An important leadership competency for any organization is the ability to build and lead high performing teams is especially in a high competitive space. "This program will enable you to develop the skills and tools needed to maximize the potential of diverse teams in order to increase productivity, efficiency, and effectiveness.</p> <p>LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:</p> <ul style="list-style-type: none"> » Understanding the "Team & Team Work" » Characteristics of a highly effective team <ul style="list-style-type: none"> o Upward Communication & Downward Communication o Clarifying team roles and objectives o Conflict Management o Understanding Social Styles » Creating the culture of Trust and Communication » The role of an effective team leader 					
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
8/30/2020	11/5/2020	4/5/2020	-	11/18/2020	10/1/2020

**LEADING WITH EMOTIONAL
INTELLIGENCE****COURSE NO:
1612**

<div>  INTERMEDIATE </div> <div>  2 DAYS </div> <div>  Managers and people in team handling roles </div>					
<p>PURPOSE Emotional Intelligence is becoming an important field of research especially when it comes to managing emotions in the work place. Analyzing your own emotional intelligence and understanding how to manage your own emotional reactions to achieve desired results is one of the main modules that will be covered in this program.</p> <p>LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:</p> <ul style="list-style-type: none"> » Understand Emotional intelligence » Develop self-awareness » Awareness of others and empathy » Develop self-regulation » Build relationships 					
Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
8/31/2020 11/18/2020	-	4/6/2020 10/4/2020 11/8/2020	-	-	-

ENTREPRENEURIAL THINKING**COURSE NO:**
1632

INTERMEDIATE



1 DAY



Middle and Senior Management

PURPOSE

The power of entrepreneurship has been the driving force of most successful economies. Developing the mindset of an entrepreneur involves skills around big picture thinking, ideation, handling risks, learning to manage failure etc. The organizations also benefit if their employees develop entrepreneurial thinking abilities.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » What is Entrepreneurial thinking
- » How entrepreneurs think
- » Understand the entrepreneurial process and its management
- » How to recognize opportunities to develop and grow businesses?
- » How to manage failures

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
2/13/2020 6/4/2020	9/8/2020	3/29/2020	-	-	-

DESIGN THINKING ESSENTIALS**COURSE NO:**
1822

INTERMEDIATE



1 DAY



Mid and Senior Level Professionals

PURPOSE

Design thinking is the new buzzword in the field of innovation. It's a structured method which will help the learners to think and come with solutions to the problems they face. The course will help to understand the process of design thinking and how it can be used to develop new solutions, which is key in the domain of fintech and innovation.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » What is design thinking
- » Design thinking and role in innovation
- » Process of design thinking
- » Ways to synthesize ideas to a cohesive, practical products and solutions

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/16/2020 11/3/2020	9/10/2020	3/9/2020 9/13/2020	-	-	4/7/2020

PERSONAL DEVELOPMENT**MANAGING STRESS AT WORKPLACE****COURSE NO:**
1609

FOUNDATION



1 DAY



Open to all based on requirement

PURPOSE

Stress is a common sight in the modern-day workplace environment. This 1-day program helps the participants how to manage stress at their workplace.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Understand stress and its impact
- » Analyze factors causing stress
- » Learn various techniques to manage stress
- » Learn how to prioritize things and manage pressure

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/8/2020 6/3/2020 11/10/2020	2/16/2020 7/1/2020	1/28/2020 9/3/2020	-	-	-

GIVING EFFECTIVE FEEDBACK**COURSE NO:**
1626

FOUNDATION



1 DAY



Open to all based on requirement

PURPOSE

Giving effective feedback is extremely critical in professional and personal life. Effective feedback could help to motivate your team to achieve greater things and avoid pitfalls. The course aims at helping learners in this regard.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Value Feedback as a gift
- » How to give constructive feedback.
- » Learn how to communicate constructive criticism
- » Various models in giving feedback – DESC, STAR, GROW etc

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
9/6/2020	6/17/2020	2/18/2020 7/2/2020	-	-	-

**PERSONAL
BRANDING****COURSE NO:**
1627**FOUNDATION****1 DAY**

Open to all based on requirement

PURPOSE

In this current highly competitive world, it's extremely important that you learn to differentiate yourself from the crowd. The course helps you with effective strategies to develop your personal brand.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » What is personal branding
- » Building your brand – what sets you apart
- » Identify ways to communicate your brand
- » How to increase visibility of your brand?

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
2/20/2020 6/11/2020 11/11/2020	4/9/2020	1/30/2020 3/15/2020	-	-	-

**TOLERANCE TO CHANGE &
UNCERTAINTY****COURSE NO:**
1628**FOUNDATION****1 DAY**

Open to all based on requirement

PURPOSE

The world is undergoing disruptions like never before, mainly driven by technological changes. It is critical for organizations and employees that they are well prepared on all fronts to manage these challenging times.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Importance of developing tolerance to change and uncertainty
- » Understand the root causes of uncertainty
- » Discuss various strategies to manage uncertainty
- » How to help your employees manage uncertainty and change

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/18/2020	7/5/2020	2/24/2020	-	-	-

**WORK LIFE
BALANCE****COURSE NO:**
1629**FOUNDATION****1 DAY**

Open to all based on requirement

PURPOSE

An employee can contribute best to his work and organization when he blends his professional and personal life well. The learners would explore various effective methods to have a perfect blend of their personal and professional lives.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Productivity and Efficiency
- » Balance through Deliberate Creation
- » Create a personal development plan
- » Set a clear line between personal and work time
- » The use of mindfulness meditation

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
10/6/2020	7/6/2020	2/26/2020 9/14/2020	-	-	-

**DIVERSITY AWARENESS
AT WORKPLACE****COURSE NO:**
1631**FOUNDATION****1 DAY**

Open to all based on requirement

PURPOSE

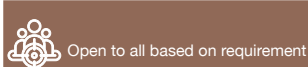
The nature of workforce has changed significantly over the past many years, given the highly globalized market. In a country like UAE, where the workforce is highly diverse, it's critical for everyone to understand and appreciate work force diversity.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Diversity: Importance
- » Learn to work together in a diverse work environment
- » Developing a culture of inclusion
- » Managing multi-generational work force

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
2/27/2020	10/8/2020	7/7/2020 10/7/2020	-	-	-

MANAGING MULTIPLE TASKS, PRIORITIES, DEADLINES**COURSE NO:**
1634**PURPOSE**

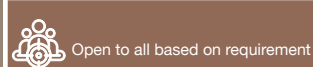
It's a common sight in corporate world to find people having multiple tasks, priorities and deadlines. Often most of these are important and its very difficult to manage the same. The course aims at helping learners in this regard.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Evaluating and establishing priorities to meet deadlines
- » Effective planning and management techniques
- » How to effectively do multi task?
- » Use positive communication and influencing techniques to ensure work is completed on time

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
2/20/2020	6/10/2020	1/22/2020	-	-	-
7/8/2020	10/12/2020	3/1/2020			
		10/11/2020			
		11/9/2020			

GETTING MOST OUT OF YOUR 24 HOURS**COURSE NO:**
1623**PURPOSE**

Everyone has the same 24 hours. But some are effective in achieving many things within that period. This course aims at sharing some methods and best practices to get most out of your time.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Importance of time as a resource
- » Time stealers
- » Analyzing your use of time
- » Time management techniques

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/7/2020	6/1/2020	2/3/2020	-	10/19/2020	11/9/2020
9/28/2020		8/31/2020			

INTRODUCTION TO NEURO LINGUISTIC PROGRAMMING (NLP)**COURSE NO:**
1639**PURPOSE**

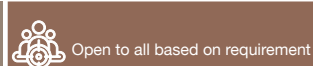
NLP is fast emerging as an influential area in the domain of personal development. NLP programs help participants to understand others better, improve their relationships and influence others. This is an introductory course to this highly specialized area aimed at giving an overview about NLP.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Understand what is NLP
- » Analyze how does NLP work and its applications
- » Appreciate how can NLP help you?

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
9/8/2020	7/9/2020	4/12/2020	-	-	-

BASIC ARABIC COMMUNICATION FOR NON-NATIVE SPEAKERS**COURSE NO:**
1640**PURPOSE**

This course is meant for non-Arabic speakers who are keen on learning basic communication in Arabic. This will help them to improve their dealings with the customers and in their social life. This course covers only basic speaking skills and doesn't cover writing skills.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Basic communication
- » Everyday words and sentences
- » Use basic Arabic at workplace and social engagements

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/13/2020	10/13/2020	9/9/2020	-	-	-
		10/22/2020			

PRESENTATION SKILLS**COURSE NO:**
1304**SPECIALIZATION****1 DAY**

This program is intended for participants with at least an intermediate level of English speaking skills.

PURPOSE

Promote confidence with verbal and nonverbal communication while giving professional presentations in English.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Practice formal nonverbal communication
- » Create Microsoft PowerPoints
- » Overcome nervousness

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
2/10/2020	4/21/2020	2/24/2020	-	-	-
3/4/2020	6/24/2020	3/18/2020			
6/3/2020	10/7/2020	6/1/2020			
10/28/2020		10/5/2020			
11/9/2020					

MINDFULNESS 101**COURSE NO:**
1642**FOUNDATION****1 DAY**

Open to all based on relevance

PURPOSE

Mindful living is emerging as a method which can help in stress reduction and create positive impact. The goal of mindfulness is to wake up to the inner workings of our mental, emotional, and physical processes.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Understand mindfulness
- » Explore how mindfulness can help in stress reduction, bring focus and foster better relationships
- » Learn and practice basic mindfulness techniques

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/14/2020	11/12/2020	10/14/2020	-	-	-

ART OF NETWORKING**COURSE NO:**
1643**FOUNDATION****1 DAY**

Open to all based on relevance.

PURPOSE

This course focuses on how to effectively network for success.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Understand how to network to success
- » How to create, maintain and develop professional networks
- » How to project yourself and showcasing your value
- » Do's and Don'ts in professional networking

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/2/2020	10/15/2020	6/21/2020 7/12/2020	-	-	-



12

**INNOVATION,
QUALITY & BUSINESS
TRANSFORMATION**

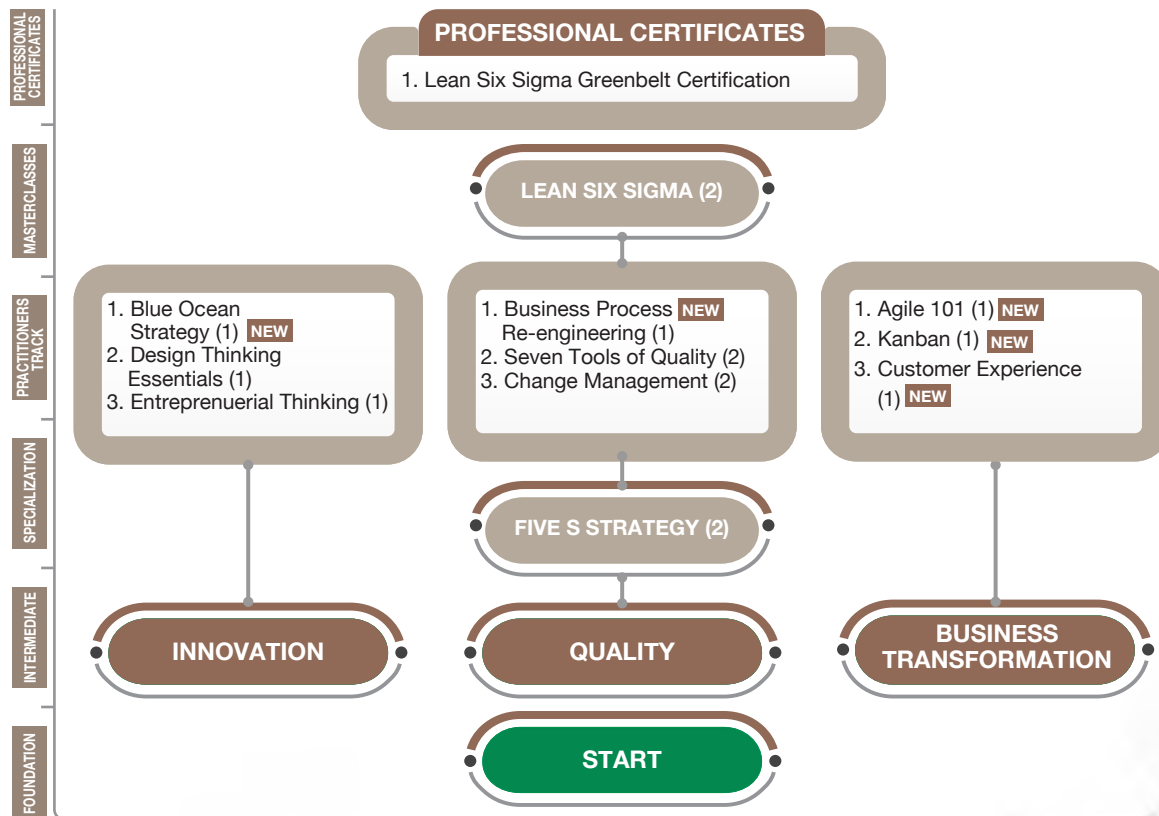
INNOVATION, QUALITY & BUSINESS TRANSFORMATION

This category has many new programs in the domains of Innovation and Business Transformation apart from the major offerings in all the areas of Quality domain.

Innovation in the financial services is a major focus area with key programs like Blue Ocean Strategy, Design Thinking and Entrepreneurial thinking. New courses like Agile, Kanban and Customer Experience gives a new dimension to the business excellence domain.

The Quality Management category covers various courses which cover the breadth and depth of the domain.

EIBFS also offers an International Professional Certificate 'Greenbelt Six Sigma' accredited by International Quality Federation (IQF).



QUALITY ASSURANCE



QUALITY MANAGEMENT

FIVE S STRATEGY

COURSE NO:
1001

FOUNDATION



2 DAYS



Managers and staff who are looking at 5s implementation in their respective roles.

PURPOSE

5S is workplace management where the work area and workplace are organized and ritualized to minimize the loss of time and the use of movement. Originally part of Lean manufacturing philosophy (also known as the Toyota production System), its principles for eliminating wasted time and unnecessary motion are universally applicable to everyone and every business.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Understand the purpose of 5s
- » Understand 5S Program Steps
- » Analyze the five steps of 5s- Sort, Straighten, Shine, Standardize and Sustain.
- » 5s implementation in banks

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
2/24/2020	3/9/2020	2/12/2020 9/2/2020	-	-	-

BUSINESS PROCESS RE-ENGINEERING

COURSE NO:
1002

INTERMEDIATE



1 DAY



Quality professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR Managers, Process owners, Internal auditors

PURPOSE

This course helps delegates to understand the basics of process design and analysis and how to radically change a process using the framework of Business process reengineering.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Overview about Business Process Re-engineering
- » Process definition to develop value stream maps
- » Improving process efficiency using the framework of Business process reengineering (BPR)

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/20/2020	6/3/2020	3/18/2020 9/7/2020	-	-	-

SEVEN TOOLS OF QUALITY

COURSE NO:
1007

INTERMEDIATE



2 DAYS



Quality professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR Managers

PURPOSE

The seven basic quality control tools are a set of commonly used graphical statistical analysis tools. They can be used to help solve many different types of problems, not just quality problems. The seven tools are: cause and effect diagrams, check sheets, control charts, histograms, Pareto charts, scatter plots, and flow chart. Given this background, the course aims at providing the participants with understanding of seven tools of quality and how it can be implemented in banking.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Understand dimensions of Quality
- » Describe each of the tools - Cause and effect diagrams, Check sheets, Control charts, Histograms, Pareto charts, Scatter plots, and Flow chart
- » Use of these tools in banking and finance

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/1/2020	6/15/2020	3/23/2020 10/5/2020	-	-	-

CHANGE MANAGEMENT

COURSE NO:
1008

INTERMEDIATE



2 DAYS



Quality professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR Managers, Process owners, Internal auditors

PURPOSE

Change is something that though is seen positively in an organization can also cause stress in an organization if not managed properly. This course provides a framework to implement change effectively in an organization and explains how change management can be used as a way to improve quality and customer satisfaction in an organization.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Introduction to organizational change, values and cultures
- » Change thinking: The Plan-Do-Check-Act (PDCA) cycle
- » Common approaches to change management
- » Increasing readiness to change: Role of the customer/stakeholder
- » Cycles of change and the change curve
- » Barriers and enablers of change

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/2/2020 10/12/2020	4/15/2020	2/17/2020 9/8/2020	-	-	-

LEAN SIX SIGMA**COURSE NO:
1003****SPECIALIZATION****2 DAYS**

Quality professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR Managers, Process owners, Internal auditors

PURPOSE

Lean six sigma is widely recognized as one of the most effective quality tools with applications in manufacturing and service sector. While lean methodology focuses on reduction of wastage in a process, six sigma is a structured data driven approach that strives towards greater than 99% efficiency. The combination of these two methods promises to give exceptional results in terms of process improvement, error reduction and hence reduced costs and increased customer satisfaction.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Lean six sigma methodology
- » DMAIC model
- » Overview of use cases of six sigma in banking

Prerequisite: Seven Tools of Quality

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/13/2020 7/6/2020	4/21/2020	3/30/2020 6/22/2020 9/14/2020	-	6/8/2020	8/31/2020

BUSINESS TRANSFORMATION**AGILE 101****COURSE NO:
1824****INTERMEDIATE****1 DAY**

Quality professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR Managers, Process owners, Internal auditors

PURPOSE

The training is developed to provide hands on experience on how individuals and teams can transition from current project management methodologies to change driven methodologies using agile principles, frameworks and tools. With special focus on banking and financial sector, this course focuses on the tools and techniques that individuals need to master in order to adopt agile ways of working.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Introduction to Agile
- » Difference between 'doing' and 'being' agile
- » Toolkit for implementing agile
- » Introduction to scrum
- » Use cases in banking and financial domain

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/22/2020 11/18/2020	7/16/2020	3/22/2020 10/1/2020	-	-	-

KANBAN**COURSE NO:
1009****INTERMEDIATE****1 DAY**

Quality professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR Managers, Process owners, Internal auditors

PURPOSE

Kanban methods are becoming quite popular in the Business transformation domain particularly in the banking and finance domain. Kanban provides techniques to manage the flow of work and to continuously improve on that flow. The method helps to understand how to focus on work that is needed and reduce the time spent on non-value added activities.

The Kanban training focusses on providing guidance on Kanban implementation and how as a method it can be used to increase efficiency in your bank.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Kanban origins and evolution
- » Kanban concepts, principles and terminology
- » Visualization of Work
- » Limiting Work-In-Process
- » Analyzing the Flow of Work
- » Kanban Metrics and Management Reporting

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
9/1/2020 10/20/2020	10/4/2020	4/23/2020 11/19/2020	-	-	-

CUSTOMER
EXPERIENCECOURSE NO:
1525

INTERMEDIATE



1 DAY



Banking officials those who are engaged in direct contact with customers like Customer Service Officers, Relationship managers and Branch Managers

PURPOSE

Customers of "today" is very informed and hence very demanding. Customer facing officers are challenged by high customer expectation in a very competitive business environment. Hence it requires improvising from the existing Customer Service practices to an improved Customer Experience.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Understanding the Customer journey
- » Taking the Extra Mile.
- » Becoming a Happiness Engineer
- » Using Customer Experience as a Strategy
- » Methods to improve customer experience strategy
- » The link between customer experience and Customer retention.
- » Measuring Customer Experience.

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/15/2020 11/15/2020	3/31/2020	2/27/2020 9/20/2020	-	-	-

INNOVATION

BLUE OCEAN
STRATEGYCOURSE NO:
1011

INTERMEDIATE



1 DAY



Open to all based on relevance to their roles. Ideal for senior officials in marketing, strategy, product development etc.

PURPOSE

Blue ocean strategy is about how to use differentiation to open a new market space and create new demand. It is about creating and capturing uncontested market space, thereby making the competition irrelevant.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Learn the concept of Blue Ocean Strategy
- » Discuss various use cases of blue ocean strategy.
- » How to create Competitive advantage using Blue Ocean Strategy.
- » Learn new product development using Blue Ocean Strategy.

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
9/3/2020 11/24/2020	6/8/2020	6/2/2020 10/6/2020	-	-	-

DESIGN THINKING
ESSENTIALSCOURSE NO:
1822

INTERMEDIATE



1 DAY



Mid and senior level professionals

PURPOSE

Design thinking is the new buzzword in the field of innovation. It's a structured method which will help the learners to think and come with solutions to the problems they face. The course will help to understand the process of design thinking and how it can be used to develop new solutions, which is key in the domain of fintech and innovation.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » What is design thinking
- » Design thinking and role in innovation
- » Process of design thinking
- » Ways to synthesize ideas to a cohesive, practical products and solutions

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/16/2020 11/3/2020	9/10/2020	3/9/2020 9/13/2020	-	-	4/7/2020

ENTREPRENEURIAL THINKING

COURSE NO:
1632



INTERMEDIATE



1 DAY



Middle and Senior Management

PURPOSE

The power of entrepreneurship has been the driving force of most successful economies. Developing the mindset of an entrepreneur involves skills around big picture thinking, ideation, handling risks, learning to manage failure etc. The organizations also benefit if their employees develop entrepreneurial thinking abilities.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » What is Entrepreneurial thinking
- » How entrepreneurs think
- » Understand the entrepreneurial process and its management
- » How to recognize opportunities to develop and grow businesses?
- » How to manage failures

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
2/13/2020 6/4/2020	9/8/2020	3/29/2020	-	-	-





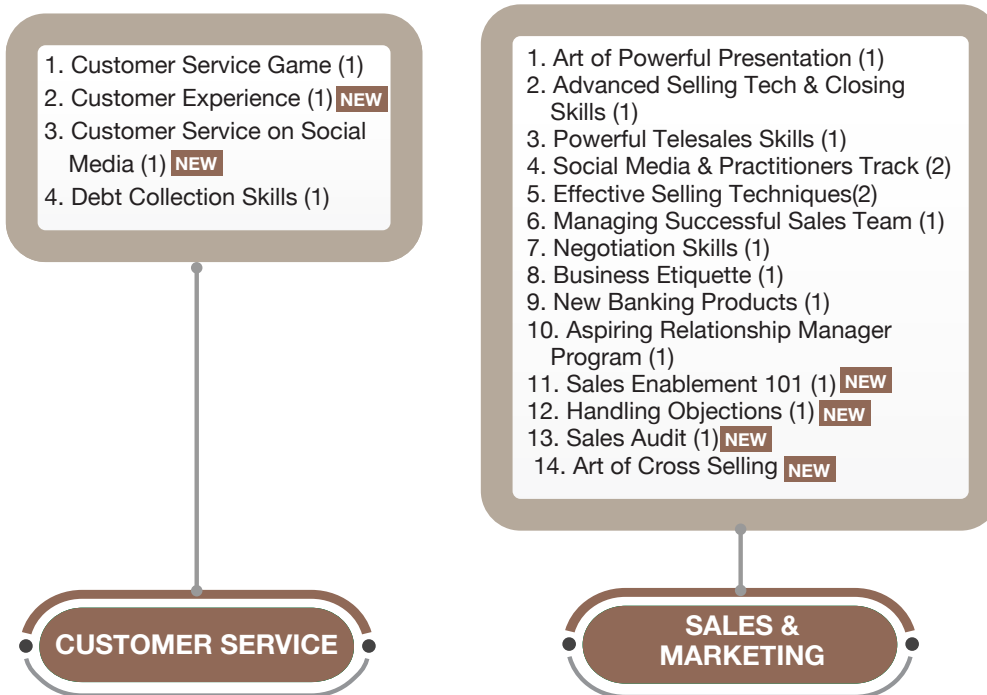
13

**MARKETING, SALES
& CUSTOMER
SERVICE**

MARKETING, SALES & CUSTOMER SERVICE

The Sales & Marketing category has been greatly enhanced in 2020 Learning plan with various courses. Learners can expect to acquire various skills related to negotiating deals, overcoming obstacles, cross selling and closing sales.

The category also covers the domain of customer service with various offerings including contemporary areas like Customer Service and Social Media, which will help the industry to meet the high expectations of the customers.



MARKETING, SALES & CUSTOMER SERVICE

CUSTOMER SERVICE GAME

COURSE NO:
1523

GAME

1 DAY


Tellers, Customer Service Officers, Relationship managers, Branch Managers and anyone who is engaged in direct Customer interaction.

PURPOSE

Games are a great way to illustrate important factors about the customer-representative relationship. The objective is to learn the Infrastructure of communicating and connecting with customers beyond customer Service theories and books.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Don't tell me, let me guess
- » Never Say Never
- » Call me by my Name
- » Active Listening Game
- » Narrate a Letter to Customer Service Personnel.
- » The Customer Experience Game
- » The Best Customer Service Scenarios

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/25/2020 9/15/2020	4/5/2020	1/30/2020 7/9/2020	-	11/10/2020	10/13/2020

CUSTOMER EXPERIENCE

COURSE NO:
1525

INTERMEDIATE

1 DAY


Banking officials those who are engaged in direct contact with customers like Customer Service Officers, Relationship managers and Branch Managers

PURPOSE

Customers of "today" is very informed and hence very demanding. Customer facing officers are challenged by high customer expectation in a very competitive business environment. Hence it requires improving from the existing Customer Service practices to an improved Customer Experience.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Understanding the Customer journey
- » Taking the Extra Mile.
- » Becoming a Happiness Engineer
- » Using Customer Experience as a Strategy
- » Methods to improve customer experience strategy
- » The link between customer experience and Customer retention.
- » Measuring Customer Experience.

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/15/2020 11/5/2020	3/31/2020	2/27/2020 9/20/2020	-	-	-

CUSTOMER SERVICE ON SOCIAL MEDIA

COURSE NO:
1526

FOUNDATION

1 DAY


Officials from marketing departments, customer relations and product teams

PURPOSE

The emergence of Social media has given consumers a whole new way to interact with the Brands and Corporates. it has also become a forum to discuss, compare and complain as well. Social media is also used by banks for Sales and Marketing, HR and across other various functions. Hence managing and analysing Social Media as a Customer Service and Customer Support Channel is a key area on importance.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Importance of Social media is customer service
- » Key elements of using social media for customer service
- » Best Customer service practices through social media
 - a. Using Twitter and Facebook
- » Mistakes to avoid is customer service through social media
- » Using Social Media as Corporate Strategy

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/18/2020 10/26/2020	6/7/2020	1/26/2020 9/22/2020	-	-	-

DEBT COLLECTION SKILLS

COURSE NO:
1513

FOUNDATION

2 DAYS


Collection staff, relationship managers, account managers, marketing staff.

PURPOSE

Giving credit to customers may be easy, but getting it back is often a problem. To collect money from defaulting customers' needs special skills to be attained by the collection staff. This also needs a systematic process to achieve the best collection results.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Preparation for debt collection
- » Debt collection negotiation skills
- » Debtor call handling skills
- » Debt collection management
- » Debt repayment monitoring

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/12/2020 10/14/2020	3/29/2020 11/3/2020	2/19/2020 9/16/2020	-	-	-

ART OF POWERFUL PRESENTATION**COURSE NO:**
1517**FOUNDATION****1 DAY**

Open to all based on requirement

PURPOSE

Presentations are an integral part of today's business world. The opportunity to make a presentation should be ideally used to create a powerful and lasting impact on the audience. This course is designed to help the learners in this area.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Understand the ingredients of a powerful presentation
- » Learn how to create an impact
- » Techniques and tips to improve the effectiveness
- » Common pitfalls – How not to present

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/3/2020	4/15/2020	1/20/2020 9/10/2020	-	-	-

ADVANCED SELLING TECHNIQUES & CLOSING SKILLS**COURSE NO:**
1516**INTERMEDIATE****1 DAY**

Officials involved in Sales roles

PURPOSE

This program is the next level of the effective selling techniques program. This course aims at sharing some of the best practices and techniques in sales and closing a transaction successfully.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » How to ask better questions to add value to customer
- » How to persuade customers with a structured approach and using psychology.
- » How to handle cases without immediate close?
- » How to employ a variety of closing techniques depending on the customer's response and the nature of the interaction?

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/16/2020	11/19/2020	2/2/2020	-	-	-

POWERFUL TELESales SKILLS**COURSE NO:**
1508**FOUNDATION****1 DAY**

Officials in sales departments, especially in call centers

PURPOSE

Telesales is a highly effective sales channel for most banks. It is extremely important to ensure highest professionalism in dealing with the customer over the phone. The callers have a tough task of relating their product to the customer needs and closing the sales. This course will help them to be more effective in their roles.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Understand the difference in telesales in banking vs other industries
- » Understand quickly the customer needs and present a solution
- » How to quickly build rapport over the phone
- » How not to sell
- » Business etiquette and ethics in telesales

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/19/2020	3/4/2020	2/4/2020 9/13/2020	-	-	-

SOCIAL MEDIA AND DIGITAL MARKETING**COURSE NO:**
1515**INTERMEDIATE****2 DAYS**

Officials from marketing departments, customer relations and product teams

PURPOSE

This course focuses on the role of digital channels in an integrated marketing campaign and why you need a digital strategy. Social media and other digital platforms can be put to best use to ensure the boost in the visibility of the brand, effectively sell products and serve the customer.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Strategic approach to Digital Marketing- core principles and purpose of digital marketing. Objectives for a digital marketing plan.
- » Components of a successful website
- » The importance & power of Search: SEO & SEM
- » Fundamentals of Search Engine Optimization (SEO): On Page SEO and Off Page SEO
- » Fundamentals of Search Engine Marketing (SEM): Concept of Search ads. Explore Online search ad formats & components.
- » Google AdWords: Importance of Keywords & Quality Score.
- » Social Media Marketing (SMM): Multi- channel social media strategy
- » Exercise: How to set up a Facebook Ad.
- » Google analytics- Insights into different reports and terminologies.
- » Latest trends in Digital Marketing

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/19/2020	3/4/2020	2/4/2020 9/13/2020	-	-	-

**EFFECTIVE SELLING
TECHNIQUES****COURSE NO:
1512****FOUNDATION****2 DAYS**

Staff members involved in Sales roles

PURPOSE

This program will help attendees realize the importance of successful selling techniques implementation in complimenting and emphasizing the relationship between the client and organization.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » How to manage the customers' expectations to maximize customer value?
- » Required skills for the ideal customer service agents in order to manage customers mind set
- » Planning and preparing for the selling journey
- » Presale check list
- » Impact of first impression and first stage of the selling journey
- » Different types of selling, and the cause of the execution
- » Finalizing the sale by ensuring and maintaining customer rapport
- » The importance of product knowledge in the process of sales execution
- » Handling objections and complaints
- » Ensure constant customer satisfaction and trust

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
4/22/2020	9/14/2020	2/5/2020	-	11/1/2020	-
6/24/2020	11/4/2020	10/20/2020			
11/15/2020					

**MANAGING SUCCESSFUL
SALES TEAM****COURSE NO:
1518****INTERMEDIATE****1 DAY**

Sales team leaders, Sales managers, Relationship managers etc.

PURPOSE

Given the increasing competition in the Banking space, it is extremely important to have the right sales teams. Team leaders need to effectively manage their teams to ensure that the business objectives are achieved. They also should develop the right skills for the team and ensure that the members are motivated to grow in their roles.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand how to:

- » Set meaningful objectives for individuals and the team
- » Set achievable objectives
- » Build and develop the skills of the team.
- » Manage underperformance.
- » Keep top performers motivated.
- » Recruit the right people for the team.
- » Ensure professionalism and ethics in the team
- » Effective meetings to galvanize the team

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/28/2020	10/22/2020	3/11/2020	-	-	-

**NEGOTIATION
SKILLS****COURSE NO:
1519****FOUNDATION****1 DAY**

Officials in sales roles and others based on requirement

PURPOSE

Participants will understand and appreciate the nature of negotiation. Some of the key concepts that will be covered include negotiation process planning, techniques and tactics. Through group activities and case studies, participants will learn questioning, listening and summarizing skills.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » The art of negotiation
- » Differences in behavioral styles—passive, aggressive and assertive
- » Planning & preparing for negotiation
- » Communication in negotiation
- » Negotiation strategies
- » Tactics & counter tactics
- » Negotiating across cultures

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/26/2020	10/13/2020	4/7/2020	-	-	-
10/25/2020		10/11/2020			

**BUSINESS
ETIQUETTE****COURSE NO:
1509****FOUNDATION****1 DAY**

Open to all officials who need to develop their skills in terms of personal conduct in public and/or with customers

PURPOSE


This program will equip participants with the hidden values – and priceless potential – of image, etiquette and protocol and how they can make a difference in business by effectively employing them. The course aims at presenting and promoting yourself and your organization with precision and style.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Business etiquette global rules for a positive first impression
- » Dress code and professional attire
- » Common faux pas for men and women at their professional attire
- » Professionalism and a philosophy of life
- » Business etiquette as a life attitude
- » Types of business receptions
- » Dress code upon business social events
- » Cross cultural orientation

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/29/2020	3/12/2020	1/22/2020	-	6/1/2020	11/8/2020
10/25/2020		9/16/2020			

NEW BANKING PRODUCTS DEVELOPMENT**COURSE NO:**
1511
INTERMEDIATE
1 DAY Senior bankers involved in product management and marketing of new products and services**PURPOSE**

This course will provide participants an integrated framework for the development of new banking products and financial services. This starts from idea generation and ends with successful launch and control of these products and services.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » New product strategy
- » Generation and evaluation of new ideas and concepts
- » Product Development
- » Beta testing and product testing
- » Products launch strategy
- » Product life cycle
- » Marketing strategies
- » Case Analysis

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
5/31/2020	7/14/2020	2/25/2020	-	-	-

ASPIRING RELATIONSHIP MANAGER PROGRAM**COURSE NO:**
1226
FOUNDATION
1 DAY Corporate Relationship managers, Relationship officers**PURPOSE**

This is a specialized program designed for Relationship managers in Corporate and business banking. This course aims to give an awareness about corporate banking products and services.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Overview of corporate banking strategy
- » Risk adjusted pricing and RAROC
- » Understand Corporate banking credit products
- » Overview of other offerings for corporates like debt instruments, hedging tools etc.

Prerequisites: Financial Analysis module programs

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
1/28/2020 9/2/2020	8/31/2020	2/11/2020 9/13/2020	-	-	-

SALES ENABLEMENT 101**COURSE NO:**
1521
INTERMEDIATE
1 DAY Business Support Functions, Customer life cycle management & Customer retention team. Sales & Marketing teams, Relationship Managers, ARMs, Branch Managers, Sales Co-coordinators & Sales Managers.**PURPOSE**

The foundation of sales enablement is to provide sales people with what they need to successfully engage the buyer throughout the buying process. Sales enablement involves equipping sales people with information they can use in sales cycles.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Sales Enablement – What / Why / When / How?
- » Sales Enablement Strategy
- » Sales Enablement Tools
- » Technology and Sales Enablement

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/2/2020	3/15/2020	2/9/2020 9/17/2020	-	-	-

HANDLING OBJECTIONS**COURSE NO:**
1522
INTERMEDIATE
1 DAY Relationship managers, ARMs and Customer service officers who are engaged in Sales & marketing, Relationship management or cross sell responsibilities.**PURPOSE**

Effective Handling of objections act a catalyst that supports customer decision making process. This course helps you to analyse different Customer objections and use communication techniques that realign and refocus the clients base of thought as a method to move forward.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » “Objections” – A Positive Sign
- » Challenging customer sales and service scenarios
- » Understand the common type of objections.
- » Techniques for effective objective handling.
- » Handling Objections – Role Plays
- » Closing the deal

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/3/2020 9/20/2020	3/16/2020	2/10/2020	-	-	-

**SALES
AUDIT****COURSE NO:
1520**

Audit department officers

PURPOSE

This course is designed for the Audit Department undertaking a review of the Relationship and Sales Dept. Sales both internal and outsourced are the life-blood of Banks and can be subject to misrepresentation and abuse. Internal auditors will examine whether appropriate controls have been instituted.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Market Audit-Review of Sales targets
- » Review of Market Communications
- » Review of Manpower resources
- » Review of Sales Procedures/Retail/Wealth Management/Insurance/Treasury
- » Review of outsourced sales
- » Review of Customer Selection, Appropriateness test, Misrepresentation and Pressure
- » Review of Customer Service

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
7/16/2020	-	4/6/20 9/27/2020	-	-	-

**ART OF CROSS
SELLING****COURSE NO:
1524**

Customer Retention and Customer Life cycle management team, Relationship Managers, ARMs, Customer Service officers, Branch Managers and all banking officials, who have either a Cross Sell target or an Income target.

PURPOSE

Cross Selling is a Marketing Strategy that can add significant to each sales value and sustain increase revenue generation over a period of time. Cross sell along with Upsell is a Valuable Customer Retention Strategy.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » The Concept of Cross Sell and Upsell
- » Why Cross Sell – importance and its benefits
- » The positive relationship between Cross Selling and Customer Retention
- » Common techniques in Cross Sell and Upsell
- » The use of technology in Cross selling

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/23/2020 10/22/2020	10/4/2020	3/22/2020 9/27/2020	-	-	-

**SOCIAL MEDIA & DIGITAL MARKETING
PRACTITIONER'S TRACK****COURSE NO:
1527**

Marketing professionals

PURPOSE

This course focuses on the role of digital channels in an integrated marketing campaign that has evolved over the time.

With growing power of connected customers, array of social media channels and proliferation of new digital tools, Companies need to plan, implement & integrate their digital strategy with business goals. Digital marketing and social media platforms are the solution to boost visibility of the brand and serve customers effectively in this highly competitive market space.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Strategic approach to Digital Marketing- Develop clear and actionable business objectives for a digital marketing plan
- » Components of branding and maintaining a successful website
 - » Exercise: Analyze quality of a website
- » Search Engine Optimization (SEO): Techniques to improve On Page SEO and Off Page SEO
- » Search Engine Marketing (SEM): Tools and techniques to generate effective keywords. Bidding, Pricing models and methods of targeting audience.
 - » Exercise: Generate a list of Keywords for Google Search Ad.
- » Google AdWords: Set up Google AdWords, manage campaigns, maximize on advertising spend.
 - » Exercise: Set up a Google Search Ad.
- » Display Marketing & Video advertising- Google display network, Ad formats, Campaign management.
 - » Exercise: Set up a Google Display Ad.
- » Social Media Marketing (SMM) : Comprehensive social media strategy. Enhance engagement & social advertising for each platform. Influencer Marketing techniques.
 - » Exercise: Set up a Facebook & Instagram Ad.
- » Google analytics- How to analyze different reports, key performance indicators, how to track conversions. Importance of setting up remarketing list in digital marketing.
- » Latest trends in Digital Marketing

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/30/2020	10/27/2020	3/19/2020	-	-	-

DATE FORMAT:
MONTH / DATE / YEAR



14

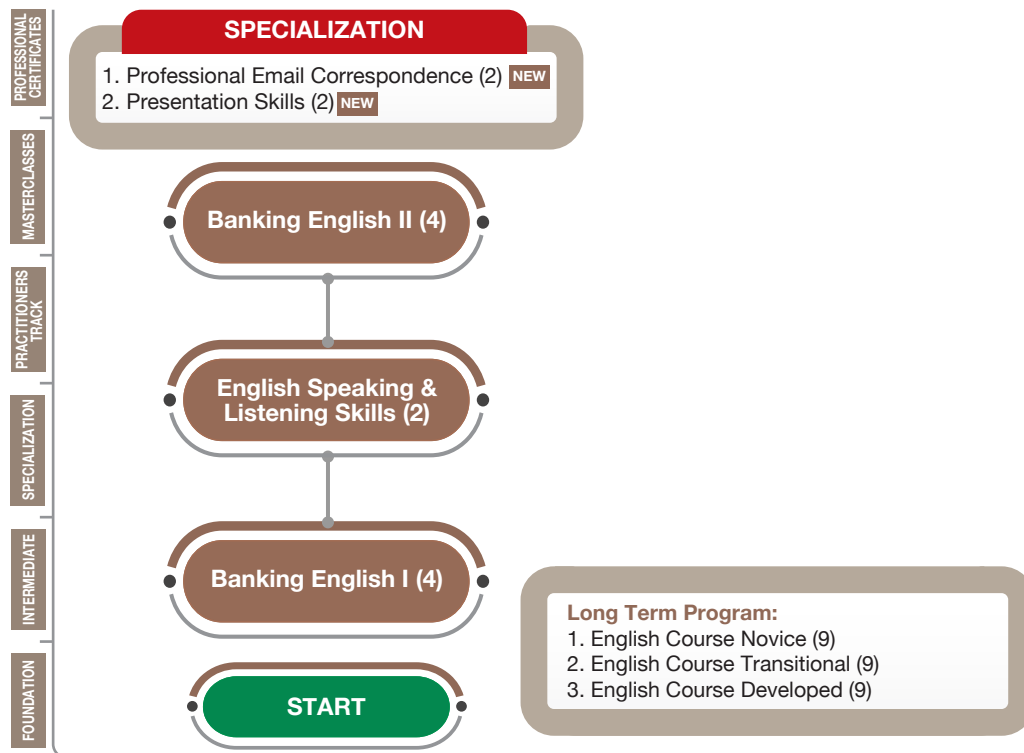
BANKING ENGLISH

ENGLISH BANKING

BANKING ENGLISH

This category aims at enhancing the communication skills of Banker through the effective use of English language. The focus is on writing skills, business communication and English-speaking skills.

The Long duration English programs have been revamped as blended programs with classroom sessions and guided learning activity on our Learning Management System. This will ensure that the learners develop their skills in the English domain.



BANKING ENGLISH

BANKING
ENGLISH ICOURSE NO:
1302

FOUNDATION



4 DAYS



This program is intended for those employed by banks with an elementary level of English.

PURPOSE

Explore foundational subject matter in the banking and finance industry with an English language focus on related terminology and basic grammar tenses.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Learn vocabulary related to Fintech, Information Management, RegTech, and Compliance Management
- » Use money-related idiomatic expressions
- » Apply principles of grammar using simple present, simple past, present

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
2/17/2020	3/16/2020	1/20/2020	-	-	-
4/13/2020	6/8/2020	3/30/2020			
10/12/2020		8/3/2020			

ENGLISH SPEAKING &
LISTENING SKILLSCOURSE NO:
1305

FOUNDATION



2 DAYS



This program is intended for participants with at least an intermediate level of English language skills.

PURPOSE

Enhance abilities to communicate effectively with regard to stress and intonation while speaking and active listening skills.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Practice formal and informal conversation topics
- » Study and practice speech patterns
- » Use active listening skills

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/25/2020	3/11/2020	1/27/2020	-	-	-
6/22/2020	5/4/2020	3/3/2020			
9/30/2020	10/28/2020	4/19/2020			
10/26/2020		6/29/2020			
		10/5/2020			

BANKING
ENGLISH IICOURSE NO:
1303

FOUNDATION



4 DAYS



This program is intended for those employed by banks with an intermediate level of English.

PURPOSE

Develop an understanding of influential, contemporary topics in banking and finance with an English language focus on related terminology and intermediate grammar tenses.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Study vocabulary related to Blockchain, Bitcoin, Crowdsourcing/ Crowdfunding, and Artificial Intelligence
- » Employ money-related idiomatic expressions
- » Apply principles of grammar using present perfect, past perfect, present perfect continuous, and past perfect continuous tenses

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/9/2020	4/12/2020	2/10/2020	-	-	-
9/21/2020	8/31/2020	7/13/2020			
11/16/2020		10/19/2020			

ENGLISH
COURSE - NOVICECOURSE NO:
1308

FOUNDATION



9 DAYS



This program is intended for those employed by banks with an elementary to intermediate level ability in the use of English.

PURPOSE

Review fundamental grammar, reading, writing, listening, and speaking skills.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Adhere to grammar principles using simple present, simple past, present perfect, past perfect, present progressive, and past progressive tenses
- » Create sentences in correct word order
- » Practice small talk and everyday speech
- » Use scanning and skimming reading skills

Class Room 5 Session | Online 4 Sessions


Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
2/3/2020	9/7/2020	2/10/2020	-	-	-
9/7/2020		9/7/2020			

**ENGLISH
COURSE - TRANSITIONAL****COURSE NO:
1309**


INTERMEDIATE



9 DAYS


This program is intended for those employed by banks with an intermediate to advanced level ability in the use of English.
PURPOSE

Improve intermediate level English language skills in grammar, reading, writing, listening, and speaking.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Adhere to grammar principles using comparatives, superlatives and modal verbs
- » Write using cause and effect genre
- » Implement syllable, word and sentence stress
- » Identify author's intent in readings and listening

Class Room 5 Session | Online 4 Sessions


Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
3/9/2020 10/12/2020	6/15/2020	3/16/2020 10/12/2020	-	-	-

**ENGLISH
COURSE - DEVELOPED****COURSE NO:
1310**


ADVANCED



9 DAYS


This program is intended for those employed by banks with an advanced level ability in the use of English.
PURPOSE

Enhance sophisticated English language skills in grammar, reading, writing, listening, and speaking.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Adhere to grammar principles using passive voice, relative clauses, and conditionals
- » Write using persuasive tone
- » Practice formal nonverbal communication
- » Identify credible sources in readings and articles

Class Room 5 Session | Online 4 Sessions


Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
6/1/2020 11/16/2020	11/16/2020	6/8/2020 11/14/2020	-	-	-

**PRESENTATION
SKILLS****COURSE NO:
1304**


SPECIALIZATION



2 DAYS


This program is intended for participants with at least an intermediate level of English speaking skills.
PURPOSE

Promote confidence with verbal and nonverbal communication while giving professional presentations in English.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Practice formal nonverbal communication
- » Create Microsoft PowerPoints
- » Overcome nervousness


Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
2/10/2020 3/4/2020 6/3/2020 10/28/2020 11/9/2020	4/21/2020 6/24/2020 10/7/2020	2/24/2020 3/18/2020 6/1/2020 10/5/2020	-	-	-

**PROFESSIONAL EMAIL
CORRESPONDENCE****COURSE NO:
1314**


SPECIALIZATION



2 DAYS


This program is intended for participants with at least an intermediate level of English writing skills.
PURPOSE

Improve effective communication via professional email writing practice and proofreading.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Produce and proofread proper punctuation
- » Apply the principles of active and passive voice
- » Utilize formal phrases and verbs in email practice

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
2/26/2020 4/1/2020 6/3/2020 7/1/2020 10/26/2020 11/11/2020	4/21/2020 7/22/2020 10/7/2020	3/9/2020 4/19/2020 6/22/2020 9/28/2020 11/2/2020	-	-	-

15

NATIONAL QUALIFICATIONS

NATIONAL QUALIFICATIONS

Learners will be awarded formal recognition by NQA by issuing a certificate and a transcript acknowledging their achievement. This provides learners with a formal qualification to support their professional development, which is recognized and transferable.

CERTIFIED RETAIL BANKER

The “Level 5 Award in Certified Retail Banker” involves the knowledge, skills, and competencies of three National Qualification Awards:



Learners will be required to complete the three awards to achieve the Certified Retail banker qualification. However, they can also choose to take the qualifications individually. All the awards have been designed, developed and verified by RNDC and sub committees of industry experts and have been approved by the National Qualifications Authority.



CERTIFIED RETAIL BANKER

TARGET AUDIENCE:

- » Individuals aspiring to work in retail bank environment within the sales, service and operations departments.
- » Bank employees with up to 5 years work experience in retail bank environment within the sales, service and operations departments, who are looking forward to enriching their skills.

PRE REQUISITES:

- » Working knowledge of English Language to meet the requirements of the Award.
- » Diploma or Bachelor's Degree holders. or Individuals with 3 years of Banking Experience.

DURATION:

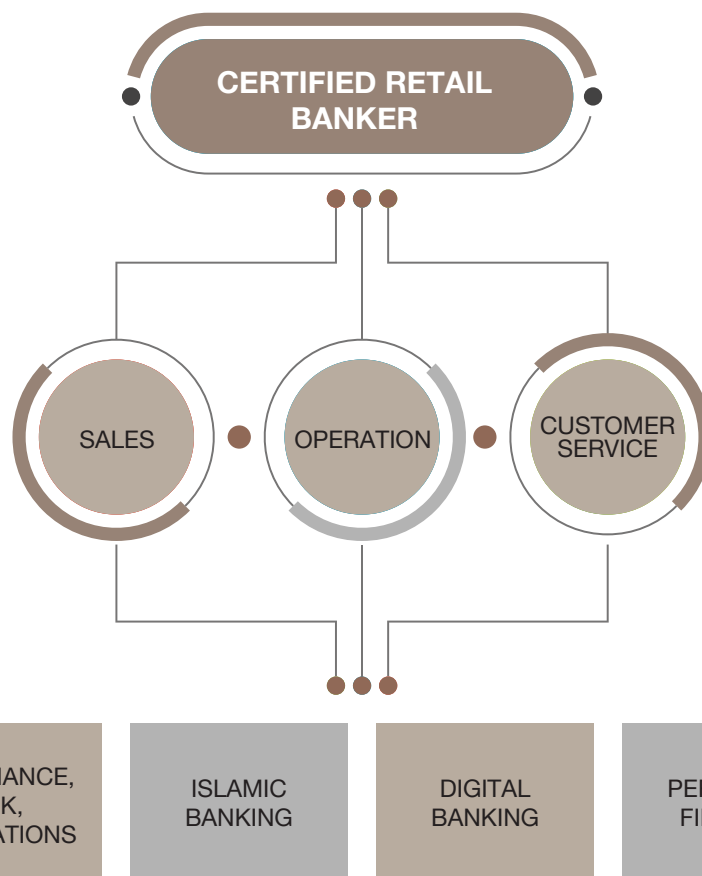
- » Program start date: (7 weeks) including Classroom sessions & assessments

- » No. of Classroom sessions – 15 days

- » No. of Assessment sessions - 7 days (Assessment time may vary for each module. For some modules assessment time could be 1- 2 hrs only).

METHODOLOGY:

- » Exclusive delivery and assessment methods have been adopted to measure the learning outcomes and performance criteria.
- » Job Shadowing, Guest Speakers, Professional discussions, Assignments, Projects and portfolio development are allocated in notional hours.





16

PROFESSIONAL CERTIFICATIONS



PROFESSIONAL CERTIFICATIONS

eibfs

CERTIFICATE IN BLOCKCHAIN



OVERVIEW

Blockchain technology is creating disruptive changes in the financial services industry. The use cases of Blockchain in the financial services industry include areas like KYC, Compliance, Trade Finance, Investment Banking and much more. EIBFS has partnered with PWC Academy, a global leader in fintech consulting, research and practice to deliver the joint certificate program for the learners in UAE.

The learners will develop understanding about the Blockchain technology and its use cases in various domains, thus making them well equipped for future roles.

The successful participants will be awarded the Certificate in Blockchain jointly by PWC & EIBFS, after an intensive coursework which includes pre-course reading, classroom sessions, post course case study and final examination. The investment in the program is AED 7500/per person which includes training, materials and registration costs for the exam.

eibfs

CERTIFICATE IN FINTECH



OVERVIEW

Financial Technology (FinTech) has disrupted the financial services industry across all levels. The scope and application of fintech includes almost all key areas of banking and financial services industry.

EIBFS has partnered with PWC Academy, a global leader in fintech consulting, research and practice to deliver the joint certificate program for the learners in UAE. This certificate program delivered by the experts would discuss the Fintech applications, fintech ecosystem, key technologies driving the change and fintech strategies in their organizations.

The successful participants will be awarded the Certificate in Fintech jointly by PWC & EIBFS, after an intensive coursework which includes pre-course reading, classroom sessions, post course case study and final examination. The investment in the program is AED 7500/per person which includes training, materials & registration costs for the exam.

eibfs

CERTIFICATE IN DATA ANALYTICS



OVERVIEW

Data is the most important resource in the world. It is perceived as the 'new oil'. Data analytics is emerging as the most trending buzzword in the corporate world given its impact on making effective decisions.

This certificate program will discuss how data analytics can be used for effective decision-making.

The participants will learn through hands on approach how to prepare data, analyze and use it for descriptive, and predictive analytics.

The successful participants will be awarded the Certificate in Data Analytics jointly by PWC & EIBFS, after an intensive coursework which includes pre-course reading, classroom sessions, post course case study and final examination. The investment in the program is AED 7500/per person which includes training, materials and registration costs for the exam.

PROGRAM METHODOLOGY



PRE-COURSE READING
ONE WEEK



CLASSROOM TRAINING
TWO DAYS



POST PROGRAM CASE STUDY WORK
TWO WEEKS



FINAL ASSESSMENT
THE SUCCESSFUL LEARNERS WOULD RECEIVE THE CERTIFICATE JOINTLY FROM EIBFS AND PWC.

eibfs



CERTIFIED BANKING OPERATION (CBO) IN COLLABORATION WITH HONG KONG INSTITUTE FOR BANKERS

OVERVIEW

This program acquaints participants with an in-depth understanding of various areas that are required for banking professionals such as the knowledge of diverse banking products, operational aspects, and regulatory requirements. This customized international course will create fast track opportunities for an accelerated career in banking.

- » Banking Law in UAE
- » Banking theory & practice
- » Retail and Corporate Banking
- » Risk Management
- » Business Ethics and Quality Management
- » Basic Trade finance

TARGETED AUDIENCE

Banking professionals who would like to acquire additional skills in banking operations.

PREREQUISITES

Any Bachelor degree or bank experience in 1 year.

METHODOLOGY

Illustrations, practice sessions and presentations

DURATION

100 hours, thrice a week (Monday / Tuesday / Wednesday) from 6-9 pm

INVESTMENT

Dhs: 7500/

eibfs



CERTIFIED CREDIT MANAGEMENT (CCM) IN COLLABORATION WITH HONG KONG INSTITUTE FOR BANKERS

OVERVIEW

This program provides the opportunity to acquire knowledge and skills required for credit professionals. This program equips an employee to take on the responsibilities of credit management and to accelerate the learning process by empowering participants to think broadly, manage globally and compete strategically.

- » Banking Law
- » Fundamentals of Accounting
- » Financial Statement Analysis
- » Corporate Finance
- » Bank Lending 1
- » Bank Lending 2
- » Credit Risk Management
- » International Trade finance

TARGETED AUDIENCE

Banking professionals who would like to acquire knowledge in credit management or Employees working in corporate banking, SME & the Retail sectors.

PREREQUISITES

Recommended to have 2 years of relevant banking experience.

METHODOLOGY

Illustrations, practice sessions and presentations

DURATION

100 hours

INVESTMENT

Dhs: 7500/



eibfs

ACAMS® Advancing Financial
Crime Professionals
Worldwide®

**CERTIFIED ANTI-MONEY LAUNDERING
SPECIALIST (CAMS)
IN COLLABORATION WITH ACAMS, USA**
OVERVIEW

In 2001, ACAMS set out with the mission to establish an international standard for testing the knowledge of those entrusted with the detection and prevention of money laundering. Since its inception, CAMS has become the gold standard in AML certifications and the preparation process strengthens core capacity to combat financial crime and protect the institutions from AML.

- » Risks and Methods of Money Laundering and Terrorism Financing
- » Money Laundering and Terrorism Financing Methods Recognition of Risks
- » Compliance Standards for Anti-Money Laundering (AML) and Combating the Financing of Terrorism (CFT) International Regional AML Compliance Program
- » AML / CFT Compliance Program Design in Different Industry Settings Maintenance of an Effective AML / CFT Compliance Program
- » Conducting or Supporting the Investigation Process
- » SAR and STR Filing
- » Assistance of Institutional Investigations
- » Assistance of Legal and Government Inquiries Domestically and Internationally

TARGETED AUDIENCE

Anti-Money Laundering Officers, Compliance Officers, Government Regulators, Enforcement/Intelligence Agents, Internal & External Auditors, Intelligence Officers, Risk Management Specialists, Attorneys and Certified Public Accountants, Investment Advisors, Real Estate Compliance Specialists and Consultants

PREREQUISITES

2 years' experience related to Anti Money Laundering/ compliance area

DURATION

15 hrs training. 6:00 pm – 9:00 pm. Once a week

METHODOLOGY

Interactive program based on lectures, extensive use of case studies, class work, exercises, progress assessment, final exam

INVESTMENT

Dhs: 7500/- (includes Training, 1 year Membership with CAMS, Exam registration & Mock exam)

eibfs


**CERTIFIED SECURE COMPUTER USER (CSCU)
FROM EC-COUNCIL USA**
OVERVIEW

This is a generic course for all professionals in the domain of computer security. The purpose of the CSCU training program is to provide individuals with the necessary knowledge and skills to protect their information assets. It will immerse the participants into an interactive environment where they will acquire a fundamental understanding of various computer and network security threats such as identity theft, credit card fraud, online banking phishing scams, virus and backdoors, emails hoaxes, loss of confidential information, hacking attacks and social engineering.

- » Introduction to Security
- » Securing Operating Systems
- » Malware and Antivirus
- » Internet Security
- » Security on Social Networking Sites
- » Securing Email Communications
- » Securing Mobile Devices
- » Securing the Cloud
- » Securing Network Connections
- » Data Backup and Disaster Recovery

TARGETED AUDIENCE

This course is specifically designed for today's computer users who use the internet extensively to work, study and play.

METHODOLOGY

Interactive program based on lectures, extensive use of case studies. Number of Questions: **50**, Passing Score: **70%**, Test Duration: **2 Hours**, Test Format: **Multiple Choice**

INVESTMENT

Dhs: 2000/-

DURATION

15 hours

eibfs

**The London Institute
of Banking & Finance**
**CERTIFIED DOCUMENTARY CREDIT
SPECIALIST (CDCS)
IN COLLABORATION WITH LIBF, UK**
OVERVIEW

It is a professional certification that enables documentary credit practitioners to demonstrate specialist knowledge and application of skills required for competent practice.

- » Documentary credit – an overview
- » The sales agreement
- » Documentary credits – types and uses
- » Parties to documentary credit transactions roles and responsibilities
- » Issuance and amendments
- » Transport Documents
- » Other documents
- » Presentation, examination and settlement
- » Bank to bank reimbursements under documentary credits
- » Related products
- » Risk issues

TARGETED AUDIENCE

People working in trade finance, import / export financing, pre & post shipment financing, international trade financing and working on other documentary credits. Banking professionals who would like to acquire additional skills in banking operations.

PREREQUISITES

Recommended to have three years documentary credit or related experience

DURATION

50 hours twice a week from 5:30 – 9:00 pm

METHODOLOGY

Illustrations, practice sessions and presentations

INVESTMENT

Dhs: 4500/-

eibfs


GARP Global Association
of Risk Professionals

**FINANCIAL RISK MANAGER FROM GARP, USA
(GLOBAL ASSOCIATION OF RISK PROFESSIONALS)**
OVERVIEW

Financial Risk Manager (FRM®), set by Global Association of Risk Professionals (GARP), is a globally recognized certification and a benchmark qualification for professionals in the field of risk management. FRM helps in attaining specialized, practical knowledge in the area of risk (financial, operational and enterprise). The designation increases opportunities for professionals who manage risk, money or investments and distinguishes candidates as individuals who are able to master complex real world challenges.

FRM LEVEL I

Fundamental tools and techniques used in risk management and the theories deeper study into major areas that underlie their use. Specific of risk management. Areas of areas of coverage and their coverage include: weighting in the FRM Exam

Part I

- » Foundations of Risk Management
- » Quantitative Analysis
- » Financial Markets and Products
- » Valuation and Risk Models

100 Multiple Choice Questions

FRM LEVEL II

Application of the tools and techniques covered in Part I; deeper study into major areas of risk management. Areas of coverage include:

- » Market Risk Measurement and Management
- » Credit Risk Measurement and Management
- » Operational and Integrated Risk Management
- » Risk Management and Investment Management
- » Current Issues in Financial Markets

80 Multiple Choice Questions

TARGETED AUDIENCE

Anyone interested to get the title of FRM specially Risk Officers, Portfolio Managers, Senior Risk Analyst, Head of Operations, Investment Bankers Mock exam is yet to be confirmed but in every topic of the syllabus will have practice questions / question bank. For examination participants have to register with GARP directly.

DURATION

80 Hours for Part 1
80 Hours for Part 2

INVESTMENT

Dhs: 8500/-

eibfs



CHARTERED INSTITUTE FOR SECURITIES & INVESTMENT QUALIFICATIONS (CISI)

OVERVIEW

The Chartered Institute for Securities & Investment (CISI) is the largest and most widely respected professional body for those who work in the securities and investment industry in the UK and in a growing number of financial centers globally. By providing 8 professional qualifications, it will ensure that practitioners in the financial services industry attain the competence they need.

QUALIFICATIONS

LEVEL 3	LEVEL 3	LEVEL 3
International Introduction to investment	UAE Financial Rules and Regulations	Securities
LEVEL 3	LEVEL 3	LEVEL 3
Operational Risk in Financial Services	Risk in financial Services	Global Financial Compliance
LEVEL 3	LEVEL 3	LEVEL 3
Fundamentals of Financial Services	Islamic Finance Qualification (IFQ)	International Certificate in Wealth and Investment Management (ICWIM)

TARGETED AUDIENCE

SCA regulations for Brokers, AML / Compliance Team, Investors, Risk Management officers etc.

INVESTMENT

Based on qualification

eibfs

CHARTERED FINANCIAL ANALYST (CFA) – LEVEL 1

OVERVIEW

The CFA Program is a globally recognized, graduate level curriculum that provides a strong foundation of real-world investment analysis and portfolio management skills along with the practical knowledge you need in today's investment industry. It also emphasizes the highest ethical and professional standards.

- » Ethics and Professional Standards
- » Quantitative Methods
- » Economics
- » Financial Reporting & Analysis
- » Portfolio Management
- » Equity Investments
- » Fixed Income
- » Derivatives
- » Alternative Investments
- » Corporate Finance

TARGETED AUDIENCE

Students entering the investment field or professionals Increasing their expertise & marketability or people making a career change into Investment.

Credit department staff who, already have at least two years of experience in the credit department in banks working with different types of customers.

PREREQUISITES

Good understanding of lending, accounting and financial statements analysis
A pre-assessment will be made to ensure that candidates have the proper background to cope with the program.

DURATION

100 hrs training + 5 days revision classes + mock exam

METHODOLOGY

Illustrations, practice sessions and presentations

INVESTMENT

Dhs: 11,500/-

eibfs



CERTIFICATE IN ISLAMIC BANKING AND FINANCE (CIBF) IN COLLABORATION WITH THE IBFIM, MALAYSIA

OVERVIEW

This is an International Professional Certificate in the domain of Islamic Banking. It covers the following areas:

- » Philosophy and fundamentals of Islamic banking and finance
- » Application of shari'ah in Islamic finance
- » Business ethics and Islamic finance regulatory framework
- » Fund management and deposit products in Islamic banks
- » Islamic consumer financing
- » Islamic corporate/business and trade financing
- » Financial accounting and reporting for Islamic banks
- » Islamic financial markets and takaful operations

TARGETED AUDIENCE

Professionals working in the banking & financial sector / Islamic finance industry / anyone wishing to enter the Islamic financial services sector

PREREQUISITES

One year's experience in the financial industry or should have graduated or obtained a diploma

DURATION

100 hours, three times a week (Monday/ Tuesday/ Wednesday), 6-9pm

METHODOLOGY

Interactive program based on lectures, extensive use of case studies, class work, exercises, progress assessment, final exam

INVESTMENT

Dhs: 8000/-

eibfs



LEAN SIX SIGMA GREEN BELT CERTIFICATION FROM INTERNATIONAL QUALITY FEDERATION, USA

OVERVIEW

Green Belts play a very important in any six sigma project. This certification has been developed to equip the participants with the skills/ competency expected from a green belt. The certification focusses on the basic tools and techniques of the DMAIC (Define, Measure, Analyze, Improve and Control) methodology and how they can be implemented in banking.

The programs is custom designed for bankers and looks at real life examples of how six sigma can be implemented in the banking/financial sphere.

COURSE CONTENT

I. Define Phase

- » The Basics of Six Sigma
- » The Fundamentals of Six Sigma
- » Selecting Lean Six Sigma Projects
- » The Lean Enterprise

II. Measure Phase

- » Process Definition
- » Six Sigma Statistics
- » Measurement System Analysis
- » Process Capability

III. Analyze Phase

- » Patterns of Variation
- » Inferential Statistics
- » Hypothesis Testing
- » Hypothesis Testing with Normal Data
- » Hypothesis Testing with Non-Normal Data

IV. Improve Phase

- » Simple Linear Regression
- » Multiple Regression Analysis

V. Control Phase

- » Statistical Process Control (SPC)
- » Six Sigma Control Plans

TARGETED AUDIENCE

Upon completion of the program, the participants will be required to pass the IQF exam which is administered online. Participants will also be encouraged to lead and complete one project within 1 year of course completion, coaching for which will be provided by EIBFS faculty.

PREREQUISITES

A basic understanding of quality or Lean six sigma training from EIBFS

METHOD OF DELIVERY

Interactive program based on lectures, case studies.

DURATION

60 hours

TARGETED AUDIENCE

Process managers, Project leaders, Operations managers

E-LEARNING

17

E-LEARNING PROGRAMS



FINANCIAL MARKETS COURSES



INTRODUCTION TO FINANCIAL MARKETS

- » Financial Markets - An Introduction
- » Money Markets - An Introduction
- » Foreign Exchange (FX) Market - An Introduction
- » Bond Markets - An Introduction
- » Bond Markets - Issuing & Trading Equity Markets - An Introduction
- » Equity Markets - Issuing

BUSINESS OF BANKING

- » Banking - Primer
- » Business of Investment
- » Banking Business of Consumer (Retail) Banking

INSURANCE

- » Business of Insurance

UNDERSTANDING THE CORPORATE BANKING BUSINESS

- » Corporate Banking - An Introduction
- » Corporate Banking - Marketplace
- » Corporate Banking Products - An Introduction
- » Corporate Banking Relationship Management - An Introduction
- » Corporate Banking Relationship Management in Practice

INTEREST RATE MATHEMATICS

- » Interest Calculations Day Count Conventions
- » Interest Calculations - Scenario Present Value & Future Value Annuities & Perpetuities
- » Time Value of Money - Scenario NPV & IRR
- » NPV & IRR - Scenario

BUILDING BLOCKS

- » Probability
- » Distributions & Hypothesis Testing
- » Estimating Volatility
- » Correlation & Regression Analysis
- » Calculus
- » Indices, Exponents, Logs, & Geometric Series

BUILDING BLOCKS IN EXCEL

- » Logs - Excel Interactive
- » Mean, Median, & Mode - Excel Interactive
- » Volatility - Excel Interactive
- » Normal Distribution - Excel Interactive
- » Skewness & Kurtosis - Excel Interactive
- » Correlation & Covariance - Excel Interactive
- » Regression Analysis - Excel Interactive

EXCEL TECHNIQUES

- » Menus & Shortcut Basics - Excel
- » Interactive Formulas & Calculation Functions (Part 1) - Excel Interactive
- » Formulas & Calculation Functions (Part 2) - Excel Interactive
- » Naming & Referencing Cells - Excel
- » Interactive Formatting Basics - Excel Interactive
- » Pivot Tables - Excel Interactive
- » Lookup Functions - Excel Interactive
- » Conditional Statements - Excel Interactive (New)

- » Conditional Formatting - Excel Interactive (New)

MONEY MARKETS

- » Interbank Market
- » Interest Rates & Benchmarks
- » Money Market Securities - An Introduction
- » Money Market Securities - Pricing Repurchase Agreements (Repos)
- » Money Market Funds
- » Bank Funding & Position Management
- » Money Market Trading - Scenario

FOREIGN EXCHANGE

- » The Foreign Exchange Business
- » FX Spot Market - An Introduction
- » FX Spot Market - Trading
- » FX Forward Market - An Introduction
- » FX Forward Market - Calculating Swap/Forward Points & Cross Rates
- » FX Forward Market - Uses of Outrights & FX Swaps
- » FX Forward Market - Short-Dated Outrights & FX Swaps
- » FX Forward Market - Cross-Currency Borrowing & Investing
- » FX Forward Market - FX Swap Trading
- » FX Forward Market - Non-Deliverable Forwards (NDFs)
- » Foreign Exchange - Factors Influencing Exchange Rates
- » FX Swaps & Outrights - Scenario

EQUITY VALUATION & ANALYSIS

- » Equity Valuation - An Introduction
- » Industry & Company Analysis
- » Equity Returns Analysis
- » Equity Valuation - DCF Models
- » Equity Valuation - Other Methods

EQUITY TRADING

- » Equity Trading - An Introduction
- » Equity Indices
- » Equity Trading - Technical vs. Fundamental Trading
- » Equity Trading Strategies
- » Equity Hedging
- » Dark Pools
- » Algorithmic Trading
- » High Frequency Trading (HFT)

EQUITY MARKETS

- » US Equity Market
- » UK Equity Market
- » European Equity Market
- » Japanese Equity Market
- » Hong Kong Equity Market
- » Singapore Equity Market
- » Canadian Equity Market

FIXED INCOME ANALYSIS

- » Fixed Income Analysis - An Introduction
- » Bond Prices & Yields - Excel Interactive
- » Yield Curves - An Introduction
- » Yield Curves - Construction
- » Yield Curves - Excel Interactive
- » Zero-Coupon Securities
- » Duration Analysis
- » Convexity Analysis
- » Fixed Income Analysis - Credit Risk
- » High Yield Debt
- » Floating Rate Notes (FRNs)
- » FRN Structures (New)
- » Option-Linked Securities
- » Inflation-Linked Securities

- » Fixed Income Derivatives

FIXED INCOME STRATEGIES

- » Bond Strategies - Fundamentals
- » Relative Value Trading - An Introduction
- » Relative Value Trading - Strategies & Risks
- » Bond Hedging with Options
- » Bond Hedging with Swaps

BOND MARKETS

- » US Bond Market
- » UK Bond Market
- » European Bond Market
- » Japanese Bond Market
- » Canadian Bond Market
- » Eurobonds - An Introduction
- » Eurobonds - Issuing & Investing

MUNICIPAL BONDS (US)

- » Municipal Bonds (US) - An Introduction
- » Municipal Bonds (US) - Types
- » Municipal Bonds (US) - Investing
- » Municipal Bonds (US) - Primary & Secondary Markets

INTRODUCTION TO DERIVATIVES DERIVATIVES

- » An Introduction
- » Derivatives - Markets
- » Forwards & Futures - An Introduction
- » Swaps - An Introduction
- » Options - An Introduction
- » Derivatives Applications - Scenario

FORWARDS & FUTURES

- » Forwards & Futures - Pricing
- » Futures Markets
- » Forwards & Futures - Hedging (Part I)
- » Forwards & Futures - Hedging (Part II)
- » Forwards & Futures - Trading
- » Money Market Futures
- » Bond Futures
- » Bond Futures
- » Basis Basis Trading

OPTIONS

- » Option Valuation - An Introduction
- » Option Valuation - Key Concepts
- » Option Valuation - Sensitivities & Outcomes
- » Option Valuation - Future Asset Prices & Volatility
- » Option Valuation - Black-Scholes-Merton
- » Option Valuation - American Options
- » Option Valuation - Binomial Techniques
- » Option Valuation - Monte Carlo Methods
- » Option Greeks - Measuring Delta & Gamma
- » Option Greeks - Using Delta & Gamma
- » Option Greeks - Vega, Theta, & Rho
- » Option Greeks - Second-Order Sensitivities
- » Option Trading - Combination Strategies
- » Option Trading - Spread Strategies
- » Option Trading - Managing an Options Portfolio

INTEREST RATE & FX OPTIONS

- » Caps & Floors - An Introduction
- » Caps & Floors - Pricing
- » Caps & Floors - Chooser & Double-Strike Structures
- » Swaps
- » Bermudan Swaps
- » Interest Rate Volatility

- » Options - Managing an Interest Rate Option Book
- » FX Option Trading

EXOTIC OPTIONS

- » Options - Exotic Options Options - Barrier Options Options - Average Rate Options
- » Options - Basket & Spread Options - An Introduction
- » Options - Basket Options - Evaluation & Evolution

SWAPS

- » Swaps - Applications
- » Swaps Applications for Corporates - Scenario
- » Swaps Applications for Institutional Investors - Scenario Swaps - Impact of the Financial Crisis
- » Swaps - Clearing
- » Swaps - Documentation
- » Swaps - Key Valuation Concepts
- » Swaps - Cash Flows & Structures
- » Swaps - Indices & Curves
- » Swaps - Pricing
- » Swaps - Bootstrapping Zero Curves
- » Swaps - Sensitivities & Risk Management
- » Swaps - Basis Swaps
- » Swaps - Currency Swaps
- » Swaps - Overnight Index Swaps (OIS)
- » Swaps - Asset Swaps
- » Swaps - CSAs & Collateral Swaps - Exotic
- » Structures Swaps - Book Management

EQUITY DERIVATIVES

- » Equity Derivatives - An Introduction Equity Options & Warrants
- » Equity Index Futures & Options Equity Swaps

CONTRACTS FOR DIFFERENCE

- » Contracts for Difference (CFDs)

HYBRID SECURITIES

- » Convertibles - An Introduction
- » Convertibles - Valuation
- » Contingent Convertibles (CoCos)
- » Credit Derivatives
- » Credit Derivatives - An Introduction
- » Credit Derivatives - Single-Name CDS
- » Credit Derivatives - CDS Indices Credit Derivatives - CDS Valuation
- » Credit Derivatives - CDS Documentation & Settlement Credit Derivatives - Variations
- » CDS Relative Value Trading - Scenario

SECURITIZATION

- » Securitization - An Introduction
- » Securitization - Mortgage-Backed
- » Securities (MBS) Securitization - European Mortgage-Backed Securities
- » Securitization - Commercial Mortgage-Backed Securities
- » Securitization - Asset-Backed
- » Securities (ABS) Securitization - Credit Card ABS
- » Securitization - CDOs - An Introduction
- » Securitization - CDOs - Structures & Ratings

CORPORATE FINANCE

- » Corporate Finance - An Introduction
- » Corporate Finance - Capital Structure & Liquidity Corporate Finance - Cost of Capital
- » Corporate Finance - Raising Capital
- » Corporate Finance - Project Appraisal & Capital Budgeting
- » Corporate Finance - Measuring Business

Performance

- » Corporate Finance - Payout Policy
- » Mergers & Acquisitions (M&A) - An Introduction Mergers & Acquisitions (M&A) - Analysis Corporate Finance - Scenario

FINANCIAL STATEMENT ANALYSIS

- » Accounting - An Introduction Accounting Mechanics - Scenario
- » Balance Sheet - An Introduction Balance Sheet - Analysis
- » Income Statement - An Introduction
- » Income Statement - Analysis
- » Statement of Cash Flows - An Introduction
- » Statement of Cash Flows - Analysis
- » Three-Statement Modeling

CORPORATE VALUATION

- » Corporate Valuation - An Introduction
- » Corporate Valuation - Trading Comparables
- » Corporate Valuation - Transaction Comparables
- » Corporate Valuation - DCF Analysis
- » Corporate Valuation - LBO Analysis
- » LBO Model Building - Excel Interactive
- » Corporate Valuation - Merger Analysis
- » Merger Model Building - Excel Interactive

BANK ALM & TREASURY MANAGEMENT

- » Bank Balance Sheets
- » ALM & Treasury Management - An Introduction ALM - Strategic ALM
- » ALM - Tools & Techniques
- » ALM & Treasury Operations
- » Treasury Cash Management - Scenario

BANKING RISK MANAGEMENT

- » Risk - Primer
- » Risk Management - An Introduction
- » Risk Management - Risk Types & Measurement Risk Management - Risk Modeling
- » Risk Management - Business Strategy & Risk Decision-Making
- » Risk Management - Tools & Techniques
- » Stress Testing - An Introduction
- » Stress Testing in Practice
- » Risk Management - Reporting

MARKET RISK MANAGEMENT

- » Market Risk - An Introduction
- » Market Risk - Measurement
- » Market Risk - Management
- » VaR & Expected Shortfall - An Introduction
- » VaR & Expected Shortfall - Measurement

INTEREST RATE RISK MANAGEMENT

- » Interest Rate Risk - An Introduction
- » Interest Rate Risk - Measurement Interest Rate Risk - Management
- » Liquidity Risk Management
- » Liquidity Risk - An Introduction
- » Liquidity Risk - Measurement
- » Liquidity Risk - Management

COUNTERPARTY CREDIT RISK MANAGEMENT

- » Counterparty Credit Risk (CCR) - An Introduction Counterparty Credit Risk (CCR) - Measurement]
- » Counterparty Credit Risk (CCR) - Management

OPERATIONAL RISK MANAGEMENT

- » Operational Risk - An Introduction
- » Operational Risk - Measurement & Reporting

- » Operational Risk Management - Tools & Techniques Operational
- » Risk Management - Developments & Emerging Risks

INTRODUCTION TO CREDIT RISK

- » Credit Risk - An Introduction Credit Risk - Types
- » Credit Risk - Measurement & Capital Requirements Credit Risk - Lessons from the Financial Crisis

CREDIT RISK MANAGEMENT

- » Credit Risk Management - An Introduction
- » Credit Risk Management - Framework
- » Credit Risk Management - Stakeholders
- » Credit Risk Management - Strategic & Business Unit Management
- » Credit Risk Management - Credit Culture
- » Credit Risk Management - Risk/Reward
- » Credit Risk Management - Data & Reporting

CREDIT RISK APPETITE

- » Credit Risk Appetite - An Introduction
- » Credit Risk Appetite - Customer & Industry Risk Credit Risk Appetite - Product & Country Risk
- » Credit Risk Measurement
- » Credit Risk Measurement - An Introduction
- » Credit Risk Measurement - PD & Risk Rating Credit Risk Measurement - EAD & LGD
- » Credit Risk Measurement - Capital Calculations Credit Risk Measurement - Models

CREDIT RISK CUSTOMER MANAGEMENT

- » Credit Risk Customer Management - An Introduction
- » Credit Risk Customer Management - Credit Facilities
- » Credit Risk Customer Management - Structuring Credit Facilities
- » Credit Risk Customer Management - Covenants & Credit Decisions

CREDIT ANALYSIS

- » Credit Analysis - An Introduction
- » Credit Analysis - Balance Sheet Analysis
- » Credit Analysis - Income Statement Analysis
- » Credit Analysis - Cash Flow Analysis
- » Credit Analysis - Performance & Other Measures Credit Analysis - Forecasting
- » Credit Analysis - Other Factors Credit

ANALYSIS - SCENARIO

- » Credit Risk Mitigation
- » Credit Risk Mitigation - An Introduction
- » Credit Risk Mitigation - Collateralization
- » Credit Risk Mitigation - Other Types of Mitigant
- » Credit Risk Mitigation - Management & Realization

PROBLEM CREDIT MANAGEMENT

- » Problem Credit Management - An Introduction
- » Problem Credit Management - Early Stage Problem Credits
- » Problem Credit Management - Late Stage Problem Credits
- » Problem
- » Credit Management - Accounting for Problem Credits

CORPORATE BANKING PRODUCTS**(CREDIT)**

- » Corporate Banking Products - Short-Term Finance
- » Corporate Banking Products - Accounts Receivable Finance
- » Corporate Banking Products - Term Finance
- » Corporate Banking Products - Asset-Based Finance
- » Corporate Banking Products - Trade Finance
- » Corporate Banking Products - Syndicated Lending

CORPORATE BANKING PRODUCTS**(NONCREDIT)**

- » Corporate Banking Products - Cash Management
- » Corporate Banking Products - Payments
- » Corporate Banking Products - Risk Management
- » Corporate Banking & Interest Rate Risk - Scenario
- » Corporate Banking Products - Advisory & Other Services
- » Project Finance
- » Project Finance - An Introduction Project Finance - Deal Structuring

PROJECT FINANCE

- » Project Finance - An Introduction
- » Project Finance - Deal Structuring

TRADE FINANCE

- » Trade Finance - An Introduction (New)
- » Open Account Trading (New) Documentary Collections (New)
- » Letters of Credit - An Introduction (New)
- » Letters of Credit in Practice (New)
- » Uniform Customs & UCP 600 (New)
- » Bond & Guarantees (New)
- » Export & Import Finance (New)
- » Export Credit Agencies (ECAs) (New)
- » Structured Trade & Commodity Finance (New)
- » Trade Finance Documentation & Incoterms (New)

LOAN TRADING

- » Loan Trading

LIFE OF A TRADE

- » Life of a Trade - An Introduction
- » Life of a Trade - Pre-Trade
- » Life of a Trade - Execution
- » Life of a Trade - Clearing & Settlement
- » Life of a Trade - Ongoing Position & Risk Management
- » Life of a Trade - Scenario

CUSTODY & FUND SERVICES

- » Custody - An Introduction
- » Corporate Actions - An Introduction
- » Corporate Actions - Types
- » Shareholder Servicing
- » Fund Types & Structures
- » Fund Administration Fund Valuation

PRIME BROKERAGE

- » Prime Brokerage - An Introduction
- » Prime Brokerage - The Prime Broker's Viewpoint
- » Prime Brokerage - The Institution's Viewpoint

COMMODITIES

- » Commodities - An Introduction
- » Commodities - Trading
- » Commodities - Gold & Other Precious

Metals

- » Commodities - Oil
- » Commodities - Natural Gas
- » Commodities - Coal
- » Commodities - Electricity
- » Commodities - Non-Ferrous Metals
- » Commodities - Ferrous Metals
- » Commodities - Grains & Oilseeds
- » Commodities - Livestock
- » Commodities - Softs
- » Commodities - Emissions

GLOBAL FINANCIAL REGULATION

- » Financial Regulation - An Introduction
- » Financial Authorities (US)
- » Financial Authorities (UK) - PRA & FCA
- » Financial Authorities (UK) - Bank of England
- » Financial Authorities (Europe) - ECB
- » Financial Authorities (Europe) - ESFS
- » Financial Authorities (Japan)
- » Financial Authorities (Hong Kong)
- » Financial Authorities (Singapore)
- » Financial Authorities (China)

BASEL FRAMEWORK

- » Basel III - An Introduction
- » Basel III - Pillar 1 & Capital Adequacy
- » Basel III - Measurement Approaches
- » Basel III - Liquidity & Leverage
- » Basel III - Pillar 2 & ICAAP
- » Basel III - Pillar 3 & Risk Reporting

US REGULATION

- » Dodd-Frank Act - An Overview FATCA

EUROPEAN REGULATION

- » MiFID II/MiFIR - Primer
- » MiFID II/MiFIR - Key Requirements EMIR (New)
- » UCITS
- » AIFM Directive

ISLAMIC BANKING & FINANCE

- » Islamic Banking & Finance - An Introduction
- » Islamic Banking & Finance - Financial Instruments Islamic Money & Capital Markets
- » Sukuk Market
- » Islamic Banking & Finance - Wealth Management

ECONOMIC ANALYSIS

- » Economic Indicators - An Introduction
- » GDP - An Introduction (New)
- » GDP Indicators (New)
- » Business Cycles - An Introduction (New)
- » Business Cycle Indicators (New)
- » Inflation - An Introduction (New)
- » Inflation Indicators (New)
- » Employment & Unemployment - An Introduction (New)
- » Labor Market Indicators (New)
- » Trade Indicators (New)
- » Monetary Policy Analysis Fiscal Policy Analysis (New)

STRUCTURED PRODUCTS

- » Structured Products - An Introduction (New)
- » Structured Products - Components & Types (New)
- » Structured Products - Valuation & Analysis (New)
- » Structured Products - Risks & Sensitivities (New)
- » Structured Products - Examples &

Cases (New)**TECHNICAL ANALYSIS**

- » Technical Analysis - An Introduction
- » Technical Analysis - Fibonacci Analysis & Elliot Wave Theory
- » Technical Analysis - Trend-Following Strategies
- » Technical Analysis - Mean-Reverting Strategies Technical Analysis - Other Strategies

INTRODUCTION TO ASSET MANAGEMENT

- » Investment - An Introduction
- » Asset Management - An Introduction

PORTFOLIO THEORY & PRACTICE

- » Risk & Return - An Introduction
- » Risk & Return - Portfolios
- » Risk & Return - Efficient & Optimal Portfolios Capital Asset Pricing Model (CAPM)
- » APT & Factor Models
- » Factor-Based Investing - Primer
- » Efficient Markets
- » Portfolio Management - Passive vs. Active
- » Approaches Portfolio Management - Behavioral Theory
- » Portfolio Performance - Measures
- » Portfolio Performance - Attribution Analysis

ASSET ALLOCATION & PORTFOLIO CONSTRUCTION

- » Asset Allocation - An Introduction
- » Strategic Asset Allocation (SAA)
- » Tactical Asset Allocation (TAA)
- » Asset Allocation - Scenario Investment Policy Statements

ASSET CLASSES

- » Asset Classes - Primer
- » Asset Classes & Investing
- » Asset Classes - Types

UNDERSTANDING PRIVATE WEALTH MANAGEMENT BUSINESS

- » Private Wealth Management - An Introduction
- » Private Wealth Management - Clients
- » Private Wealth Management - Ultra-HNWIs & Family Offices
- » Private Wealth Management - Client Investment & Wealth Allocation
- » Private Wealth Management - Client Acquisition & Relationship Management
- » Private Wealth Management - Becoming a Trusted Advisor
- » Private Wealth Management - Behavioral Finance
- » Private Wealth Management - Compliance Considerations

PRIVATE WEALTH MANAGEMENT PRODUCTS & SERVICES

- » Private Wealth Management - Banking & Deposit Services
- » Private Wealth Management - Credit & Lending Services
- » Private Wealth Management - Investment Services
- » Private Wealth Management - Alternative Investments
- » Private Wealth Management - Financial Planning
- » Private Wealth Management - Estate Planning

- » Private Wealth Management - Scenario

EXCHANGE-TRADED FUNDS (ETFs)

- » Exchange-Traded Funds (ETFs) - An Introduction
- » Exchange-Traded Funds (ETFs) - Types
- » Smart Beta - Primer

INVESTMENT COMPANIES (US)

- » Mutual Funds (US) - An Introduction
- » Mutual Funds (US) - Investing Mutual Funds (US) - Types
- » Closed-End Funds (US)
- » Unit Investment Trusts (US)

COLLECTIVE INVESTMENT SCHEMES (UK)

- » Collective Investment Schemes (UK)

ALTERNATIVE ASSETS

- » Alternative Assets - An Introduction
- » Liquid Alternatives

HEDGE FUNDS

- » Hedge Funds - An Introduction
- » Hedge Funds - Investing
- » Hedge Funds - Strategies

PRIVATE EQUITY

- » Private Equity - An Introduction
- » Private Equity - Investing

REAL ESTATE

- » Real Estate - An Introduction
- » Real Estate - Investing
- » Real Estate - Valuation

FINANCIAL MANAGEMENT

- » Budgeting
- » Working Capital Management Cash Management
- » Credit Management
- » Financial Planning & Modeling
- » Financial Management - Scenario

EMERGING MARKETS

- » Emerging Markets - An Introduction
- » Emerging Markets - China
- » Securities Lending
- » Securities Lending - An Introduction
- » Securities Lending - Collateral & Risk Management

SECURITIES LENDING

- » Securities Lending - An Introduction
- » Securities Lending - Collateral & Risk Management

TRANSACTION BANKING

- » Transaction Banking - An Introduction
- » Transaction Banking - Payments Services
- » Transaction Banking - Cash Management
- » Services Transaction Banking - Regulatory Influences

CORPORATE GOVERNANCE

- » Corporate Governance - An Introduction
- » Corporate Social Responsibility (CSR) - An Introduction

SOCIALLY RESPONSIBLE INVESTING (SRI)

- » Socially Responsible Investing (SRI) - An Introduction
- » Green Investing - An Introduction

GLOBAL FINANCIAL CRISIS

- » The Financial Crisis

OTHER COURSES (OPTIONAL)

FINTECH

- » Bitcoin & Blockchain
- » Blockchain Structure & Security
- » Smart Contracts & Blockchain Applications
- » Cryptocurrencies & Initial Coin Offerings (ICOs)
- » Data Analytics
- » Robotic Process Automation (RPA)
- » Artificial Intelligence (AI)
- » Robo-Advice
- » Internet of Things (IoT)
- » Enterprise Resource Planning (ERP)

CONSUMER (RETAIL) BANKING

- » Consumer Banking - An Introduction
- » Consumer Banking - Products Branch Banking
- » Banking Channel Management Consumer - Selling
- » Banking - Marketing Consumer Banking - Selling
- » Consumer Banking - Customer Service
- » Consumer Payments - An Introduction
- » Advanced Payment Methods
- » Card Issuing - An Introduction
- » Cards & Payments - Merchant Acquiring
- » Cards - Marketing

DODD-FRANK ACT

- » Dodd-Frank Act - New Offices Created
- » Dodd-Frank Act - Capital Requirements & Prudential Standards
- » Dodd-Frank Act - The Volcker Rule
- » Dodd-Frank Act - Registration Requirement for Advisers to Private Investment Funds
- » Dodd-Frank Act - Credit Rating Agencies
- » Dodd-Frank Act - Securitization
- » Dodd-Frank Act - OTC Derivatives

UK COMPLIANCE

- » UK Anti-Money Laundering (AML)
- » UK Conduct Regime
- » UK Individual Accountability Regime (IAR) - Certified Persons
- » UK Market Abuse UK Cybersecurity
- » UK Anti-Bribery & Corruption (ABC)
- » UK CASS Regime

OTHER REGULATION/COMPLIANCE

- » US Anti-Money Laundering (AML)
- » Foreign Corrupt Practices Act (FCPA)
- » Singapore Anti-Money Laundering (AML)
- » Hong Kong Anti-Money Laundering (AML) (Updated)
- » UAE Anti-Money Laundering (AML)
- » Ireland Anti-Money Laundering (AML)
- » Ireland Anti-Bribery & Corruption (ABC) (New)
- » Market Abuse (Ireland) (New)
- » Market Abuse (Europe) (New)
- » GDPR
- » Solvency II
- » Anti-Bribery & Corruption (ABC) in Asia Combating Rogue Trading

For more information, please contact your local regional office.

PROFESSIONAL SKILLS

AWARENESS

- » Sexual Harassment - Recognize, Respond,

- » Respect Sexual Harassment (NY) - Recognize, Respond, Respect (New)
- » Diversity - Including Everyone (New)
- » Bullying - Challenging Intimidation in the Workplace (New)
- » Equality at Work - Treating Everyone Fairly (New)
- » Health & Safety in the Workplace (New)

THE EFFECTIVE MANAGER

- » Effective Decision Making
- » Effective Objective Setting**
- » Effective Delegation
- » Effective Motivation**
- » Effective Coaching**
- » Effective Management of Change**
- » Effective Team Building**
- » Effective Team Leadership Managing Problem Performance
- » Effective Time Management**
- » Effective Meetings
- » Effective Communications

** These tutorials are also available to purchase in Spanish (Colombian/Argentinian), Portuguese (Brazilian), Dutch, and Italian.

PROJECT MANAGEMENT FUNDAMENTALS

- » Overview of Project Management
- » Initiating a Project
- » Planning Project Scope
- » Planning Project Activities
- » Planning Project Costs
- » Executing a Project
- » Controlling a Project
- » Closing a Project

PROJECT MANAGEMENT PROFESSIONAL

- » Integration Management
- » Scope Management
- » Time Management I
- » Time Management II
- » Cost Management
- » Quality Management
- » Human Resources Management
- » Communications Management
- » Risk Management
- » Procurement Management

SALES SKILLS

- » Sales - Prospecting
- » Sales - Selling Value
- » Sales - Building Rapport & Call Introduction
- » Sales - Developing a Sales Solution
- » Sales - Selling the Benefits
- » Sales - Closing & Negotiating
- » Sales - After the Sale
- » Sales - Client Needs & the Sales Cycle

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ACADEMIC PROGRAMS

ACADEMIC PROGRAMS

1. BSc -Banking & Finance
2. BSc Banking & Finance Accounting Specialization
3. Diploma in Banking
4. Diploma in Islamic Banking



1. BSc BANKING & FINANCE

The Bachelors of Science in Banking & Finance introduces students to the fundamentals of Banking & Finance and provides them with the skills necessary for a broad understanding of the theoretical and practical aspects of the banking & finance sectors within a global economy characterized by continuous development, innovation, competition and change. The Bachelor of Science in Banking & Finance is a 120 credit hour, 4-year program; accredited by the Ministry of Higher Education & Scientific Research.

2. BSc BANKING & FINANCE ACCOUNTING SPECIALIZATION

The Bachelor of Science (BSc) in Banking & Finance Accounting Specialization prepares students for success in various accounting careers in corporate accounting, public accounting, governmental accounting, & not-for-profit accounting. Students gain the theoretical knowledge, practical skills, and research skills needed to address complex accounting issues. The Bachelor of Science in Banking & Finance Accounting Specialization is a 120 credit hour, 4-year program; accredited by the Ministry of Higher Education & Scientific Research.

3. DIPLOMA IN BANKING

The Diploma in Banking program is the first ever program in the UAE to focus on helping aspiring and existing bankers to improve their knowledge of banking operations and enhance their qualifications. With many diploma graduates employed in the banking sector already, this program continues to be at the forefront of professional education and development in the banking sector. The Banking Diploma is a 60 credit hour, 2-year program; accredited by the Ministry of Higher Education & Scientific Research.

4. DIPLOMA IN ISLAMIC BANKING

The Diploma in Islamic Banking is the first of its kind in the region and caters the imperative requirement of the fast growing Islamic Finance industry. With around 20% of the UAE banking operations being offered by islamic financial institutions, the program provides expertise and skills in Islamic banking products and operations. The Islamic Banking Diploma is a 60 credit hour, 2 year program; both locally and internationally accredited by the Ministry of Higher Education & Scientific Research in UAE and Finance Accreditation Agency (FAA) in Malaysia.



OPPORTUNITY TO STUDY IN UK

3 **+** **1**
EIBFS **BANGOR**
UNIVERSITY

EIBFS collaborates with Bangor Business School at Bangor University, a leading academic institution in UK.

Bangor University is consistently ranked as one of the top 25 institutions in the world for Banking research (RePEc, as of May 2017).

By partnering with Bangor University, EIBFS provides the opportunity to progress on to Bangor Business School's bachelors program and obtain a UK university degree as well as EIBFS. Students completing specified programmes in EIBFS will be accepted on to the final year of degree programmes in Bangor University. On successful completion of their study at Bangor University, students will be awarded the appropriate Bachelor honors degree, which is the same degree awarded to UK students.

Admission Requirements

An attested copy of the UAE High School Certificate or its equivalent - minimum score of 60%.

Original school, college, university transcripts

An original copy of IELTS (5.0) , TOEFL (173 CBT or 61 IBT) or EMSAT (1100) score

A photocopy of a valid passport / UAE ID card

Four recent passport size photographs

Registration Fee AED 500 (non-refundable)

EIBFS offers IELTS coaching classes to students who have not met the above requirements and classes take place in the first year of the Diploma.

The applicant must take a Placement Exam and pass a personal interview at the Institute.

FEES STRUCTURE FOR THE ACADEMIC PROGRAMS

Fees Structure for the Bachelor Programs:

Bachelor Program Fees	Total Courses	Members/Bankers UAE/GCC Nationals		Non UAE	
		Full Program (AED)	Individual Course Fees (AED)	Full Program (AED)	Individual Course Fees (AED)
Published Rates	40	95,000	2,375	114,000	2,850

Fees Structure for 3+1 Bachelor's Degree. (In collaboration with Bangor University)

Fee Structure	Members/Bankers UAE/GCC Nationals	Non UAE Nationals
Total Program Fee	AED 158,250	AED 163,950

Fees Structure for the Diploma Programs:

Diploma Program Fees	Total Courses	Members/Bankers UAE/GCC Nationals		Non UAE/GCC Nationals	
		Full Program (AED)	Individual Course Fees (AED)	Full Program (AED)	Individual Course Fees (AED)
Published Rates	20	29,160	1,458	36,000	1,800

Registration Fee = AED 500 + 2000 Advance tuition fee.

IELTS Fees:

First Semester	6 classes per week + exam	AED 3500
Second Semester	4 classes per week	AED 2600

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LEADERSHIP PROGRAMS



STRATEGIC LEADERSHIP IN THE ERA OF DISRUPTION

eibfs



COURSE HIGHLIGHTS

This is a two weeks residential program at University of Oxford that aims at developing leaders who can lead businesses in the disruptive era. This is a unique program which focuses on three overarching themes of industry disruption, strategic focus and leadership. This course assumes special significance at a time when the banking industry is characterized by digital disruption, cost pressures, mergers etc. This program comes with the Oxford Business Alumni benefits.

COURSE HIGHLIGHTS

- » How to develop the 'mind of a strategist in a disrupted industry'.
- » How to develop strategic competence of leaders such as strategic alignment, understanding technology disruption, and balancing competing strategic demands.
- » How to focus on important leadership competencies such as aligning operations and people with strategy,
- » How to lead change and innovation in your organization.

TARGET AUDIENCE

This course is targeted at business heads or candidates who are being groomed for such roles in the future.

DURATION

2 weeks Residential at Oxford University delivered by the world class Oxford Faculty.

DIGITAL TRANSFORMATION LEADERSHIP

eibfs



The Business School for the World™



IBS

معهد الدراسات المصرفية
INSTITUTE OF BANKING STUDIES

COURSE HIGHLIGHTS

Digital technologies and digital trends have become the core of almost every industry. The key drivers like new channels & touch points, new devices, diverse data, smart data, new competitors, social networks & social media, augmented reality, artificial intelligence, robotics, and IoT are transforming the industry. As businesses, you can only 'create value' and drive 'profitable growth' if you understand not only what customers 'need' but also what customers really 'want'. This strategic program meant for business leaders aims at delivering value for their organizations and clients.

COURSE HIGHLIGHTS

- » How to enhance traditional strategy frame works with innovative digital approaches to create outstanding digital experiences
- » Formulate and communicate a digital strategy to create value and profitable growth
- » Understand the power of data in a digital world
- » Embrace Innovation, remain flexible & agile, and be entrepreneurial to capture and apply profitable and new opportunities
- » Identify Key Digital Levers to (co)-create and capture value by leveraging digital trends and new technologies
- » Recognize Digital threats and opportunities

TARGET AUDIENCE

This course is targeted at Senior leaders and business heads.

DURATION

4 days at INSEAD Abu Dhabi campus.



OUR PARTNERS







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DIGITAL TRANSFORMATION

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